



USER MANUAL

Doctor Wallet

Clinic software for Sri Lanka: from the first token to the last receipt, even when the internet is down.

Queue 4 live

+ New patient Ctrl N

6 Chaminda Gunawardena
47 y · morning

7 Shanika Perera
26 y · morning

8 Mohamed Rizwan
38 y · morning

9 Anoma Dissanayake
66 y · morning

Chaminda Gunawardena P-000006 · 47 y · Male Last: 2026-10-09 · Allergic rhinitis Draft

Symptoms

Fever for 2 days with body aches and a mild sore throat.

Diagnosis

Acute tonsillitis

Examination & vitals

Examination

Prescription

Repeat last Alt R Groups Ctrl G

Results Ctrl I Lab Ctrl B

FROM YOUR OWN EARLIER PRESCRIPTIONS · Alt+1 to Alt+5

1 Amoxicillin 500mg 1 tds 5

2 Cough syrup 100ml 1 stat

3 Vitamin C 500mg 1 bd 5

4 Prednisolone 5mg 2 bd 3

5 Salbutamol inhaler 1 stat

Version 1.1.5 · October 2026

LankaNova Digital Solutions · 077 385 0235

Contents

PART 1: GETTING STARTED

- 1** Welcome to Doctor Wallet
- 2** Before you start
- 3** Installing and activating
- 4** First-time setup
- 5** Signing in, PIN and lock

PART 2: THE CLINIC DAY

- 6** Finding your way around
- 7** Patients
- 8** Tokens and the queue
- 9** The consultation
- 10** Finish and bill
- 11** Receipts
- 12** Printing
- 13** Stock: your medicine store
- 14** Reports
- 15** SMS messages

PART 3: SETTING UP AND CONNECTING

- 16** Settings at a glance
- 17** People and roles
- 18** Clinic network: more than one PC
- 19** The waiting-room display
- 20** Cloud backup and sync
- 21** Backups and restoring
- 22** The staff website and Android app
- 23** Laboratories and lab results
- 24** The patient portal
- 25** The doctor directory
- 26** Updates
- 27** Keys, looks and the screen lock

PART 4: SAFETY, HELP AND REFERENCE

- 28** Security and privacy
- 29** Your licence and what the messages mean
- 30** Troubleshooting
- 31** Every shortcut on one page
- 32** Glossary, A to Z

33 Getting help

Every picture in this manual is of the real program with a made-up clinic, doctor and patients. The live demo at doctorwallet.lankanova.online/demo lets you try everything described here.



PART 1

Getting started

What Doctor Wallet is, what you need, how to install it on the clinic PC and how to sign in for the first time.

1

Welcome to Doctor Wallet

Doctor Wallet runs a Sri Lankan clinic from the first token to the last receipt, on your own PCs, and keeps working when the internet doesn't.

What it is

Doctor Wallet is clinic software for Windows PCs, made in Sri Lanka by LankaNova Digital Solutions. It looks after the queue, the consultation, the prescription, the dispensary and its stock, the bill, SMS messages to patients and the reports a clinic owner needs.

Your clinic's data lives **on your own PC**, in an encrypted database. Patients can be seen, prescriptions written and receipts printed with no internet at all. When the internet is available the data is copied to your clinic's private cloud database, which is your backup and what the staff website, the phone app, the lab portal and the patient portal read from.

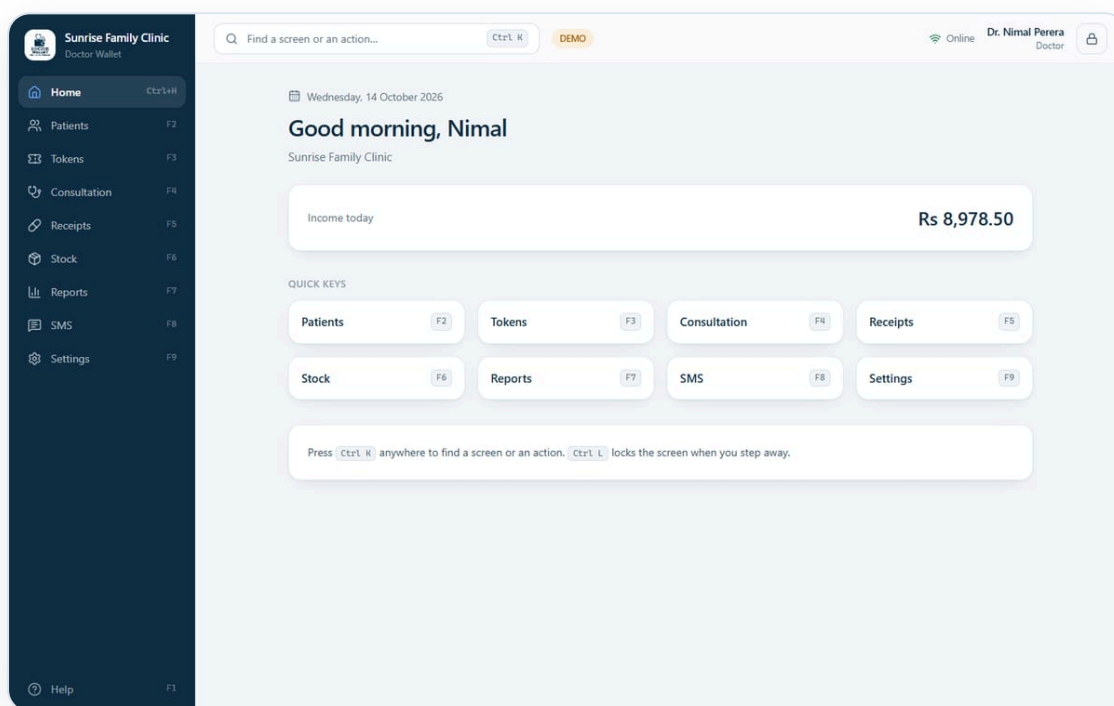


Figure 1. The Home screen. Every screen has a function key, shown in the menu on the left.

Two kinds of clinic

Individual practice

One doctor, with an assistant or on their own. The doctor owns the clinic and can do everything. Up to two PCs.

Medical centre

Several doctors, a front desk, a dispensary. Staff have roles (receptionist, dispenser, nurse, cashier) that decide what each person can see and do. Many PCs on your network.

Which one am I?

LankaNova sets this when it creates your clinic. It decides the roles available in Settings, People and how many doctors and PCs your plan allows.

A clinic day at a glance

- 1 **Patient arrives.** The front desk finds them (or registers them) in Patients and gives a **token**.
- 2 **Doctor sees them.** In Consultation the next patient opens by themselves. The doctor writes symptoms and a prescription in short codes.
- 3 **Finish and bill.** One key finishes the visit and makes the receipt. The medicines are taken from stock and the next patient opens.
- 4 **Papers.** The prescription and the receipt are printed, here or from the staff website or phone.
- 5 **End of the day.** Reports show the day's income, what sold and what is running low. Everything is backed up by itself.

Everything in the package

Part	What it is for
Doctor Wallet for Windows	The main program. Runs on the clinic PCs. This manual is mostly about it.
Staff website and Android app	Front-desk staff see the queue, look up patients, register new ones and print the prescription and receipt from any browser or phone.
Waiting-room display	A big board for a TV or second screen that shows whose turn it is. Token numbers only, never names.
Lab portal	A website for a laboratory you work with. It sees the tests you ask for and uploads the report.
Patient portal	A website where patients you choose see their visits, prescriptions and lab reports, and ask for a token.
Doctor directory	An optional public list of doctors on the Doctor Wallet website.
SMS	Token messages, visit reminders and "your turn is near", sent from the cloud on your clinic's message units.

How to read this manual

- Part 1 gets you installed and signed in. Parts 2 and 3 follow a clinic day and then the things the owner sets up once. Part 4 has safety, troubleshooting, a shortcut sheet and a glossary from A to Z.
- Keys are shown like this: **Ctrl** + **Enter** means hold Ctrl and press Enter. **F4** is the F4 key.
- Every picture is of the real program, with a made-up clinic, doctor and patients.
- Doctor Wallet also has a built-in **Help** page: press **F1** at any time.

TIP

You can try everything in this manual in the live demo at doctorwallet.lankanova.online/demo before you install anything.

2

Before you start

What you need on the clinic PC, what needs the internet, and what LankaNova gives you.

What you need

Item	Details
A Windows PC	Windows 10 or 11, 64-bit. This PC will hold the clinic's data, so choose the one that is switched on every clinic day (it is called the Hub).
An App ID and an activation key	LankaNova gives you both when you sign up. The App ID looks like DW-7K2MQX . The activation key has 12 letters and numbers, like ABCD-EFGH-JKMN , and works once, on one PC .
A printer	Any printer Windows can use: an office printer for A5 or A4 prescriptions, and optionally a small receipt printer (80 mm or 58 mm). Printing from the staff website or phone uses that device's own printer.
Internet, now and then	Needed once to activate, and then for updates, cloud backup, SMS and the web portals. Not needed for the daily work.
A phone number for SMS	SMS goes to Sri Lankan mobile numbers. Message units are topped up through LankaNova.

What needs the internet and what does not

Works with no internet	Needs the internet
Registering patients and giving tokens	Activating a new PC (once)
Calling the next patient, the waiting-room display	SMS to patients
Consultations, prescriptions, billing, receipts	Cloud backup and keeping the staff website up to date
Stock, reports, printing	Updates to a newer version
Other PCs in the clinic using the Hub over your own network	Staff website, phone app, lab portal, patient portal

GOOD TO KNOW

If the internet is down, nothing is lost. Doctor Wallet keeps a list of what still has to be sent and sends it when the connection comes back. The top bar and Settings, Cloud sync tell you how things stand.

What LankaNova does for you

- Creates your clinic and gives you the App ID and activation key.
- Installs the software with you and teaches your staff.

- Tops up SMS units, switches on options such as the staff portal or lab links, and sends updates.
- Helps if anything goes wrong: **077 385 0235** (call or WhatsApp).

3

Installing and activating

Install Doctor Wallet on the clinic PC and activate it with your App ID and activation key.

1. Download and install

- 1 Open **doctorwallet.lankanova.online/download** on the clinic PC and press **Download the installer**.
- 2 Run the file **Doctor Wallet Setup**. Windows may show a blue box saying **Windows protected your PC**, because the installer is new and not yet widely known to Windows. Press **More info**, then **Run anyway**.
- 3 Choose the folder if you want to change it, and finish the installer. A **Doctor Wallet** shortcut appears on the desktop.
- 4 Open Doctor Wallet.

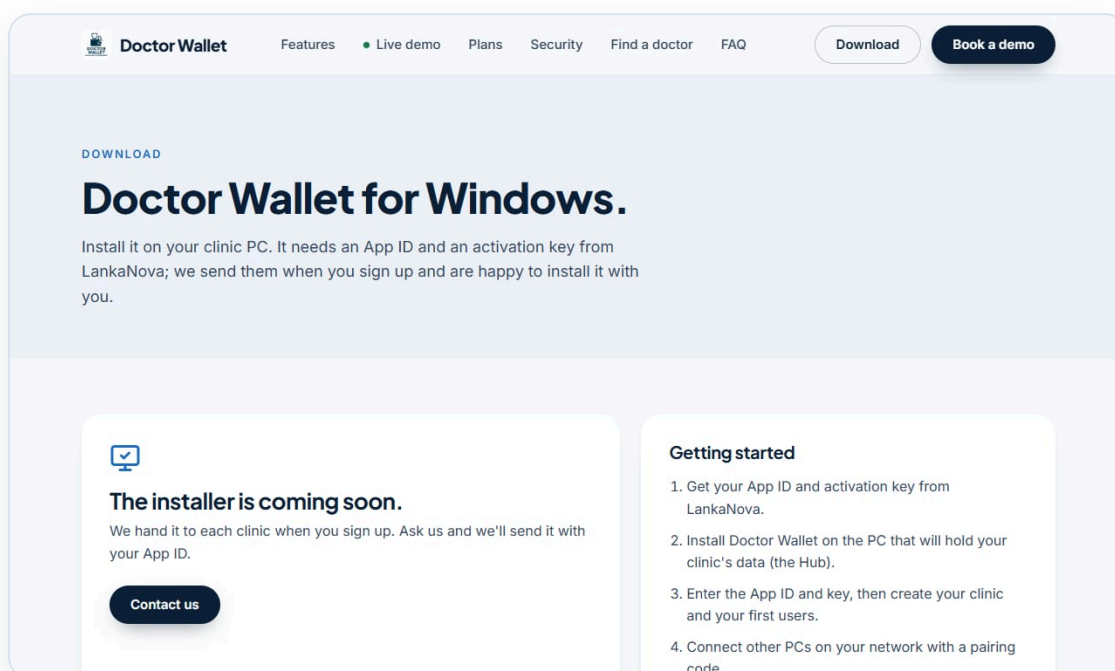


Figure 2. The Download page on the Doctor Wallet website.

GOOD TO KNOW

Your clinic's data is kept in **Documents\DoctorWallet** and is **never removed when you uninstall** Doctor Wallet. Do not move or rename that folder.

2. Activate this PC

The first time it opens, Doctor Wallet asks for the App ID and the activation key. The PC needs the internet for this one step.

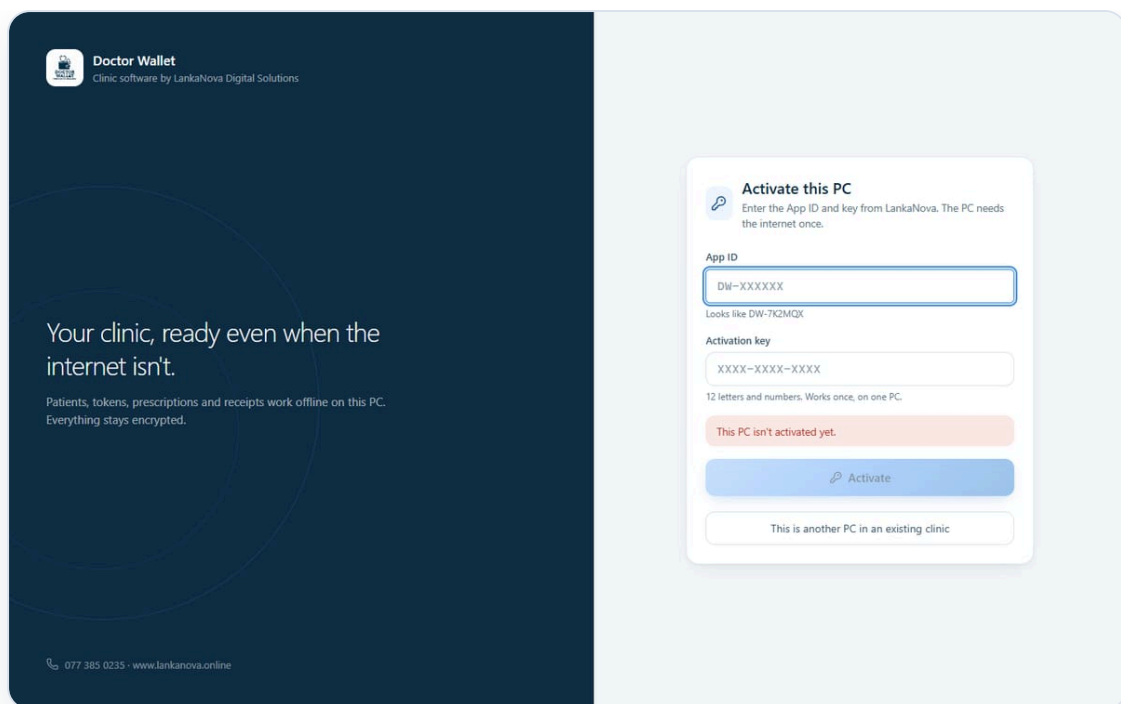


Figure 3. The Activate screen. Type the App ID and the key exactly as LankaNova gave them.

- 1 Type the **App ID** (for example `DW-7K2MQX`).
- 2 Type the **Activation key**. You may type it with or without the dashes.
- 3 Press **Activate**. Doctor Wallet checks them with LankaNova and, if they are right, goes on to the setup screen.

IMPORTANT

The activation key works **once**. If a PC is replaced or Windows is reinstalled, ask LankaNova for a new key. Never share your key.

If activation does not work

The message says	What to do
The App ID or key isn't right, or the key was already used or has expired	Check both against what LankaNova sent you. If the key was used on another PC, ask for a new one.
Too many wrong tries	Wait an hour and try again, or call LankaNova.
Can't reach LankaNova	Check the internet connection of this PC and try again.
This PC's clock is behind the real time	Set the correct date and time in Windows, then try again.

Is this another PC in a clinic that already uses Doctor Wallet?

Don't activate it. Press **This is another PC in an existing clinic** and follow Chapter 18, "Clinic network". Other PCs connect to the Hub; they don't use a new key.

4

First-time setup

Three short steps that put your clinic's name, the doctor and the first account into Doctor Wallet.

After activation, Doctor Wallet shows **Set up** with three steps. It takes about a minute. Everything here can be changed later in Settings.

Figure 4. First-time setup, step 1 of 3: the clinic.

Step 1: The clinic

Field	What to type
Clinic / practice name	As you want it printed at the top of prescriptions and receipts.
Address	The clinic's address.
Phone numbers	One or more, as patients should dial them.
Email (optional)	Printed on papers if you give one.
Clinic hours	For example Mon-Sat 4.00 pm - 9.00 pm .

The logo can be added later in Settings (F9), Clinic.

Step 2: You, the doctor

Field	What to type
Title and Doctor's name	For example <code>Dr.</code> and <code>Nimal Perera</code> .
Qualifications	As printed on prescriptions, for example <code>MBBS (Col)</code> , <code>MD</code> .
Specialty	For example <code>Family physician</code> .
SLMC no.	Your registration number, if you want it printed.
Consultation fee (Rs)	In rupees, for example <code>1500</code> . It is filled in at the bill and you can change it each time.

Step 3: Your account

Field	What to type
Name and Username	How you sign in. Usernames are 2 to 32 letters, numbers, dots, dashes or underscores.
Password and Password again	At least 8 characters. Choose one only you know.
Quick PIN (optional)	4 to 6 digits, to unlock the screen quickly after you step away (Chapter 5).

TIP

In a medical centre this first account is the **clinic admin**, who adds everyone else in Settings, People. In an individual practice it is the doctor's own account.

A new PC for an existing clinic?

Under the setup form is **New PC for an existing clinic? Restore a backup instead**. If you are moving the clinic's data from an old PC, choose the `.dwbak` backup made on the old PC and type its password. Everyone signs in with their usual username and password afterwards. See Chapter 21.

5

Signing in, PIN and lock

Who is using this PC: signing in with a password or a quick PIN, locking the screen, and what happens after too many wrong tries.

Signing in

When Doctor Wallet starts, it shows the people who can sign in on this PC. Pick your name and type your PIN (if you have one) or your password.

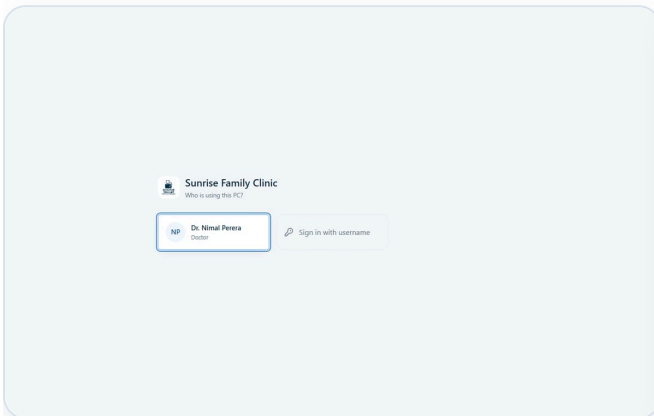


Figure 5. Choose your name.

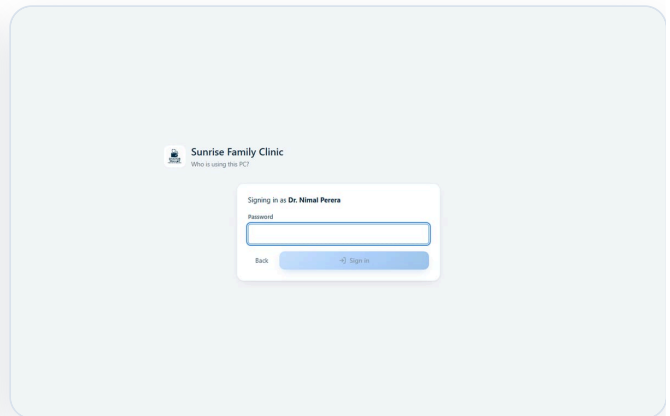


Figure 6. Type your password. Press Tab on the PIN box to use the password instead.

- If you only know your username, choose **Sign in with username**.
- A **PIN** is 4 to 6 digits and is only a shortcut. Your password always works.
- Each person has their own sign-in. On a shared PC, sign out (or lock) when you leave.

Locking the screen

Press **Ctrl** + **L** when you step away. The screen shows only a lock and your name. It also locks by itself after a few minutes with no use (5 minutes unless changed in Settings, Appearance). Type your PIN or password to carry on exactly where you were.

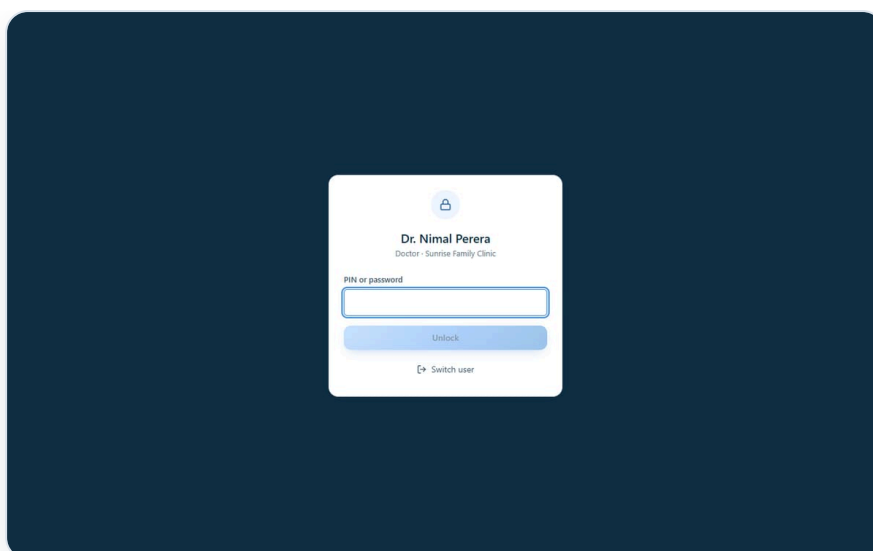


Figure 7. The lock screen. Unlock with your PIN or password, or choose Switch user.

Wrong tries

What	What happens
5 wrong PINs	PIN sign-in is switched off for 5 minutes. Use your password.
10 wrong passwords	The account is locked for 15 minutes.
Forgotten password or PIN	Ask the clinic admin (or the doctor in an individual practice) to set a new one in Settings, People.

GOOD TO KNOW

Every sign-in, failed try and lock is written to the activity log, together with who did what. Patient details are never put in the log.



PART 2

The clinic day

Patients, tokens, the consultation, the bill, receipts and printing, the medicine store, reports and SMS: everything you do from morning to closing.

6

Finding your way around

The menu, the function keys, the quick finder and the Help page.

The menu

Down the left side is the menu. Each screen has a **function key**, shown beside its name, so a clinic can work almost entirely from the keyboard.

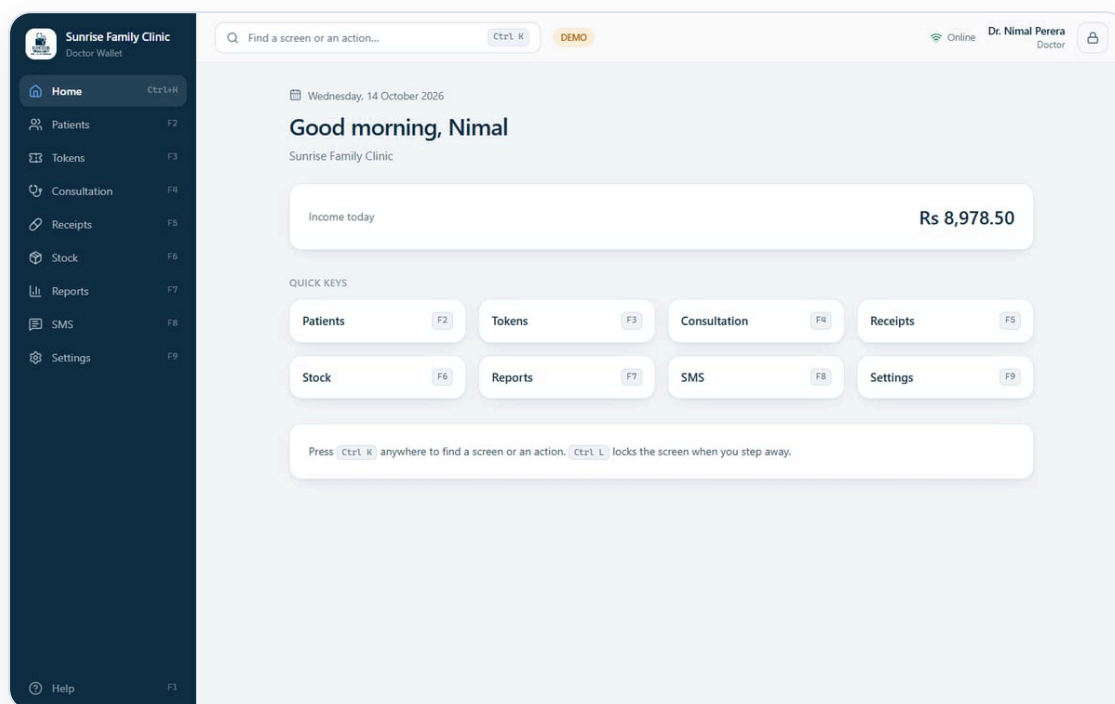


Figure 8. The Home screen with the menu on the left. Today's income is shown to people who may see money.

F1	Help
F2	Patients
F3	Tokens
F4	Consultation
F5	Receipts
F6	Stock
F7	Reports
F8	SMS
F9	Settings
Ctrl + H	Home

You only see the screens your role allows. A receptionist, for example, does not see Reports or Stock.

The top bar

- **Find a screen or an action** (**Ctrl** + **K**): see below.
- **Online / Offline**: whether this PC can reach the internet (needed for SMS and cloud backup, not for daily work).
- **Your name and role**, and the **lock** button (**Ctrl** + **L**).
- The clinic's name and logo at the top of the menu.

The quick finder

Press **Ctrl** + **K** anywhere, type a few letters and press **Enter** to go to a screen or run an action. It is the fastest way around when you forget a key.

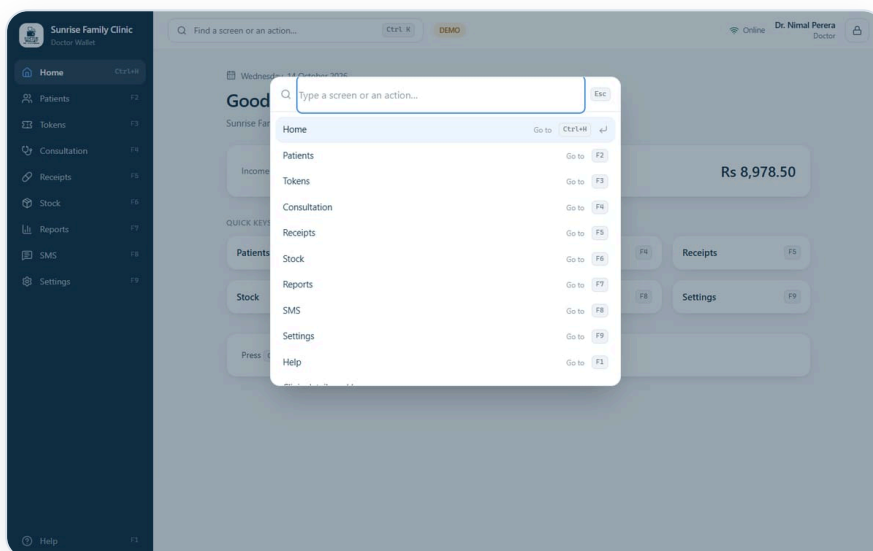


Figure 9. The quick finder lists screens and their keys. Type to narrow the list.

Help

Press **F1** for the Help page: how a normal day goes, short answers to "how do I..." with a button that opens the right place, a list of keys, and the LankaNova phone number. Nothing on the Help page changes anything.

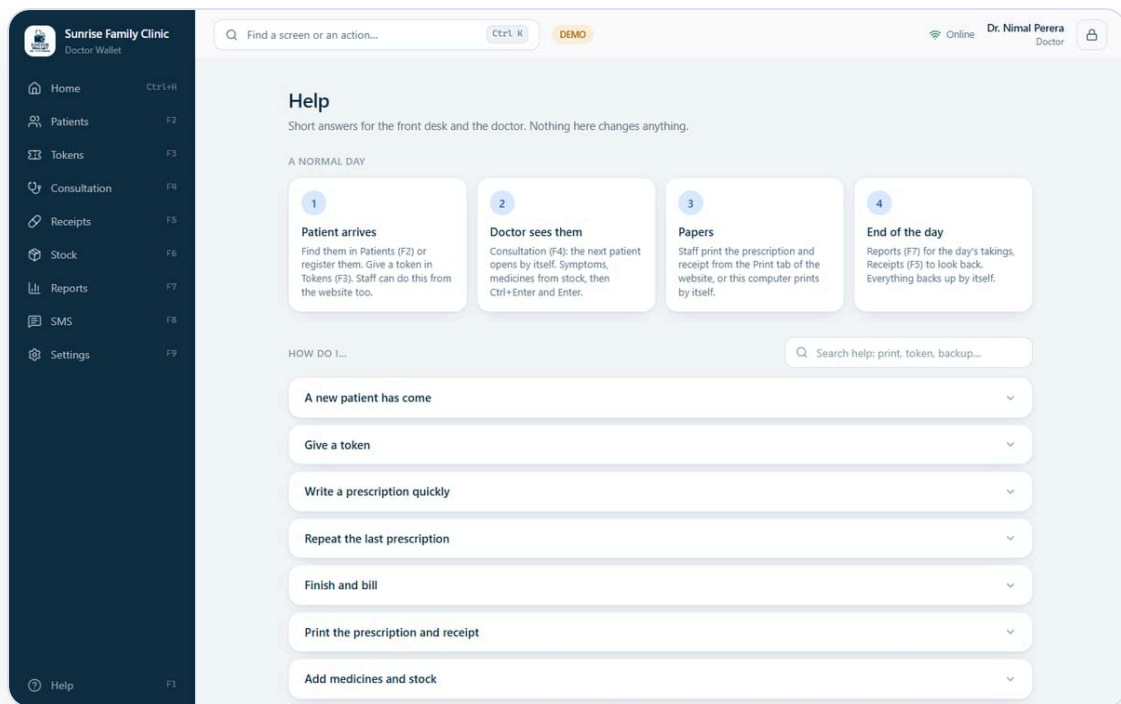


Figure 10. The Help page.

TIP

Esc always goes back one step: it closes a window, leaves a page, or takes you Home.

7

Patients

Register patients, find them in seconds and see everything about them in one record.

The patient list

Press **F2**. The cursor is already in the search box. Type part of a **name, patient number, phone number or NIC**. Results appear as you type; choose with **↑** **↓** and press **Enter** to open the patient. With nothing typed, the most recent patients are listed.

Figure 11. Searching for "kam" finds Kamala Wijesinghe. The red "allergy" tag appears for patients who have an allergy on record.

Registering a new patient

- 1 In Patients, press **Ctrl** + **N** (or choose **New patient**).
- 2 Type the **Full name**. This is the only thing you must give besides the sex and an age or birthday.
- 3 Choose the **Sex**. Type either a **Birthday** (**year-month-day**) or the **Age in years**; with an age, Doctor Wallet works out the birthday as at 1 July.
- 4 Add the **Phone** (used for token and reminder SMS), the **NIC** if you want it, the **Address**, any **Allergies** and **Notes**.
- 5 Press **Ctrl** + **Enter** to save. The patient gets the next patient number, like **P-000031**.

Figure 12. The New patient form.

IMPORTANT

Always write allergies, for example **Penicillin**. They are shown in red at the top of the consultation and the patient's record, so the doctor sees them before prescribing.

Children and family

Tick **This is a child: choose a guardian** and pick the parent or guardian. The child then appears under the guardian's **Family** tab, so a parent can book for all their children.

SMS

Tick **Don't send this patient SMS reminders** if the patient does not want messages. A patient who opted out is never texted, not even a token message.

The patient record

Opening a patient shows their record, with the name, number, age, sex and phone at the top and allergies in red underneath.

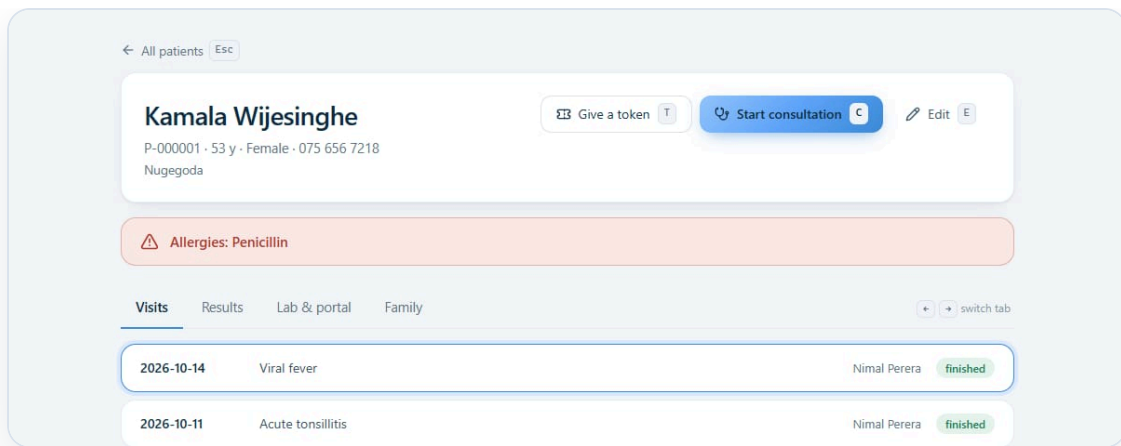


Figure 13. A patient's record. The buttons at the top give a token, start a consultation or edit the details.

T	Give a token to this patient
C	Start a consultation with this patient
E	Edit the patient's details
← →	Switch between the tabs
Esc	Back to the patient list

The four tabs

Tab	What it holds
Visits	Every finished consultation, newest first, with the date, diagnosis and doctor. Open one to read the prescription and the notes.
Results	Test results the doctor recorded (blood sugar, cholesterol and so on) with their trend over time.
Lab & portal	Lab referrals sent for this patient, and the switch that gives the patient access to the patient portal (Chapter 24).
Family	A guardian's children and a child's guardian.

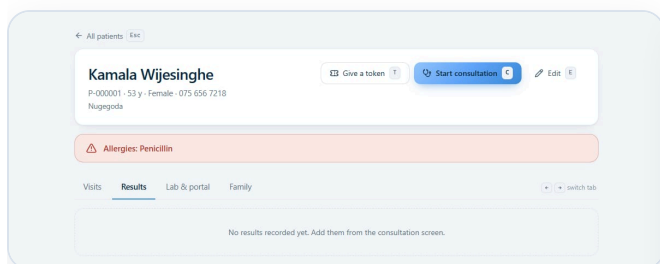


Figure 14. The Results tab.

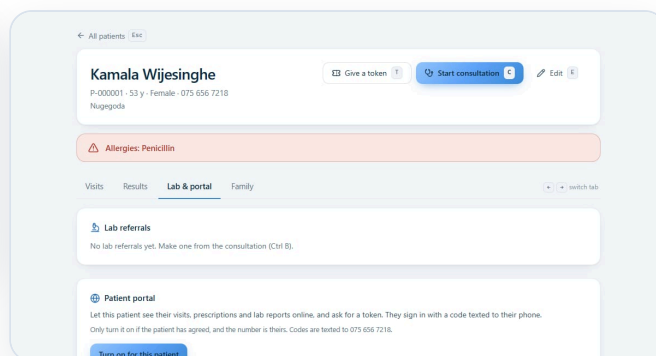


Figure 15. The Lab & portal tab.

GOOD TO KNOW

Opening a patient's record is written to the activity log, together with who opened it. That protects your patients and your staff.

Deleting a patient

Only people with the permission **Delete patients** can do it, normally the doctor or clinic admin, and only for a patient entered by mistake. A patient who has visits, results or tokens, or who has dependants, **cannot be deleted**: the medical record is kept.

8

Tokens and the queue

Give a token in two keystrokes, call the next patient, and see who is waiting.

The Tokens screen

Press **F3**. On the right is today's queue for the doctor and session you have chosen. On the left is the box to give a new token.

Tokens

Give a token
For Dr. Nimal Perera

Find the patient: name, number or phone

Note (optional), e.g. follow-up

Enter gives the next token to the highlighted patient.

Morning queue · 3 waiting

Call next Ctrl Enter

Queue Number	Patient Name	Patient ID	Age	Status
1	Kamala Wijesinghe	P-000001	53 y	allergy done
2	Sunil Fernando	P-000002	61 y	done
3	Nimali Jayasuriya	P-000003	33 y	done
4	Ruwan Pathirana	P-000004	29 y	done
5	Dilini Rathnayake	P-000005	8 y	done
6	Chaminda Gunawardena	P-000006	47 y	with the doctor
7	Shanika Perera	P-000007	26 y	waiting
8	Mohamed Rizwan	P-000008	38 y	waiting

Figure 16. Today's evening queue. Patients 1 to 5 are done, patient 6 is with the doctor, 7 and 8 are waiting.

Status	What it means
waiting	Has a token, has not been called yet.
called	The number has been called. The waiting-room display shows it.
with the doctor	The doctor has opened this patient's consultation.
done	The consultation is finished.
no-show	Called but did not come. They can be put back to waiting.
cancelled	The token was cancelled.

Giving a token

- 1 In **Give a token**, type the patient's name, number or phone. Matching patients appear underneath.
- 2 Press **Enter** to give the next token to the highlighted patient. (Press **↓** first to highlight another.)

- 3 You can type a short **Note**, for example `follow-up`.
- 4 If the patient has a phone number and **Token confirmation** SMS is switched on in Settings, SMS, a message with the token number is sent.

Figure 17. Type a few letters, then Enter gives the token.

A patient cannot hold two live tokens for the same doctor and session: Doctor Wallet tells you the token they already have.

Morning and evening

Tokens are numbered per doctor, per day and per session (**Morning** or **Evening**). The buttons at the top right choose the session. The date arrows (or `[` and `]`) move to another day, so you can also give tokens for the next few days.

Calling the next patient

Press `Ctrl` + `Enter` (or the **Call next** button) to call the next waiting patient. The number goes on the waiting-room display and, if switched on, a "your turn is near" SMS goes to the patient who is a few places behind.

<code>↑ ↓</code>	Choose a token in the list
<code>Enter</code>	Start the consultation with the chosen patient
<code>N</code>	Mark the chosen patient as a no-show
<code>W</code>	Put them back to waiting
<code>Delete (twice)</code>	Cancel the token: press it again within 3 seconds to confirm
<code>[</code> and <code>]</code>	Previous day, next day

TIP

In a medical centre the doctor can leave the Tokens screen alone: finishing a patient in Consultation opens the next one by itself (Chapter 9).

Tokens asked for online

Staff on the staff website, and patients who use the patient portal, can ask for a token. The request is sent to the clinic PC, which gives the real token number in a moment and sends the answer back.

9

The consultation

One screen for the doctor: the waiting patients, the symptoms, the vitals and the prescription.

The screen at a glance

Press **F4**. If a patient is waiting, they open by themselves. The screen has three parts.

The screenshot shows a medical consultation interface. On the left is a 'Queue' of 4 patients. The selected patient is 'Chaminda Gunawardena', 47 y, morning. The middle section contains 'Symptoms' (Cough for 5 days, wheeze at night), 'Diagnosis', 'Examination & vitals' (Scattered wheeze both sides), and a table of vitals: Blood pressure (120/80), Pulse (72), Temperature (37), Weight (70), Height (170), and SpO2 (98). The right section is the 'Prescription' area, showing a list of medications: Cough syrup 100ml, Salbutamol inhaler, Prednisolone 5mg, and Paracetamol 500mg. At the bottom, there are buttons for 'Finish & bill' and 'Open the next patient by itself'.

Figure 18. The consultation screen: the queue on the left, the notes in the middle, the prescription on the right.

Queue (left)

Today's patients for this doctor with their token numbers. A red dot means the patient has an allergy. **New patient** adds a walk-in.

Notes (middle)

Symptoms, diagnosis, examination and vitals. Everything saves by itself.

Prescription (right)

One line per medicine: the drug, the dose code and the instructions.

At the top is the patient strip: name, patient number, age and sex, and the **last visit** with its diagnosis. If the patient has an allergy it is shown in red and stays visible while you scroll.

Writing the visit

- 1 Symptoms:** what the patient tells you. Type, then press **Tab** to move on.
- 2 Diagnosis:** your diagnosis, if you want it on the prescription.

- 3 Open **Examination & vitals** if you want to record the examination and blood pressure (**120/80**), pulse, temperature (°C), weight, height and SpO₂. The BMI is worked out when weight and height are present.
- 4 Write the prescription (next section).
- 5 Open **Next visit, outside prescription & notes** if you want a next-visit date, a prescription for medicines the patient buys elsewhere, or private notes.

GOOD TO KNOW

There is no Save button. **Your changes save by themselves** as you type. The corner of the screen says Draft while you work and Saved afterwards.

The prescription

Each line has a **drug**, a **code** and **instructions**. In the drug box type two or three letters: medicines from your own store appear with **how many are left**. Press **Enter** to choose one (or **↓** to open the whole list), then type the code.

Figure 19. Typing **para** offers Paracetamol 500mg from the store, with the tablets in stock.

The code language

A code has three parts: **how many tablets each time, how often, for how many days**. For example **1 tds 3** means one tablet, three times a day, for three days, so Doctor Wallet counts 9 tablets and writes it out in full under the line.

Code word	Means	Example	Written as
od	once a day	1 od 30	1 tablet once a day for 30 days (30 tablets)
mane	in the morning	1 mane 14	1 tablet in the morning for 14 days
nocte	at night	1 nocte 5	1 tablet at night for 5 days
bd	twice a day	1 bd 5	1 tablet twice a day for 5 days (10 tablets)
tds	three times a day	2 tds 3	2 tablets three times a day for 3 days (18 tablets)
qds	four times a day	1 qds 7	1 tablet four times a day for 7 days (28 tablets)
stat	once, now	1 stat	1 tablet once, now (no days)
sos	when needed	1 sos 10	1 tablet when needed (10 tablets in all)

- Half and quarter tablets: `1/2 bd 5` , `¼ bd 5` , `1½ tds 3` . Syrups, inhalers and bottles: use the whole units to give, for example `1 stat` for one bottle.
- If a line cannot be read, a red message at the bottom tells you what to type, for example `Line 1: Enter the code, e.g. 1 bd 5` .
- `Enter` moves from the drug to the code to the next line. `Ctrl` + `Delete` removes the line you are on.

Queue 4 live

+ New patient Ctrl N

6 Chaminda Gunawardena 47 y · morning

7 Shanika Perera 26 y · morning

8 Mohamed Rizwan 38 y · morning

9 Anoma Dissanayake 66 y · morning

Chaminda Gunawardena P-000006 · 47 y · Male Last: 2026-10-09 · Allergic rhinitis Draft

Symptoms

Fever for 2 days with body aches and a mild sore throat.

Diagnosis

Acute tonsillitis

Examination & vitals

Examination

Scattered wheeze both sides

Blood pressure 120/80 Pulse (/min) 72 Temperature (°C) 37

Weight (kg) 70 Height (cm) 170 SpO₂ (%) 98

Prescription

Repeat last Alt R Groups Ctrl G

Results Ctrl I Lab Ctrl B

FROM YOUR OWN EARLIER PRESCRIPTIONS · Alt+1 to Alt+5

1 Amoxicillin 500mg 1 tds 5

2 Cough syrup 100ml 1 stat

3 Vitamin C 500mg 1 bd 5

4 Prednisolone 5mg 2 bd 3

5 Salbutamol inhaler 1 stat

DRUG	CODE	INSTRUCTIONS
Parace 1638 left	1 tds 3	after food
1 tablet three times a day for 3 days (9 tablets)		
Parace 1638 left	1 tds 5	after food
1 tablet three times a day for 5 days (15 tablets)		

+ Add a line Enter next ↓ store list Ctrl Del remove

Save as a group

> Next visit, outside prescription & notes

Seen today: 5

☒ Open the next patient by itself

Your changes save by themselves.

Finish & bill Ctrl Enter

Figure 20. Two prescription lines written with codes. Under each is the full sentence and the tablet count.

Suggestions and shortcuts

Feature	How it helps
From your own earlier prescriptions	Doctor Wallet learns what you prescribe. The chips above the grid offer your usual medicines (and the ones matching the symptoms you typed). Press Alt + 1 to Alt + 6 to add one with its usual code.
Repeat last (Alt + R)	Adds every line of this patient's last prescription.
Groups (Ctrl + G)	Your saved sets of lines, such as "Viral fever". Pick one to add all its lines. Fill the grid and choose Save as a group to make one.
Keywords on medicines	In Stock you can give a medicine words like fever , cough . When the symptoms mention them, the medicine is suggested (Chapter 13).

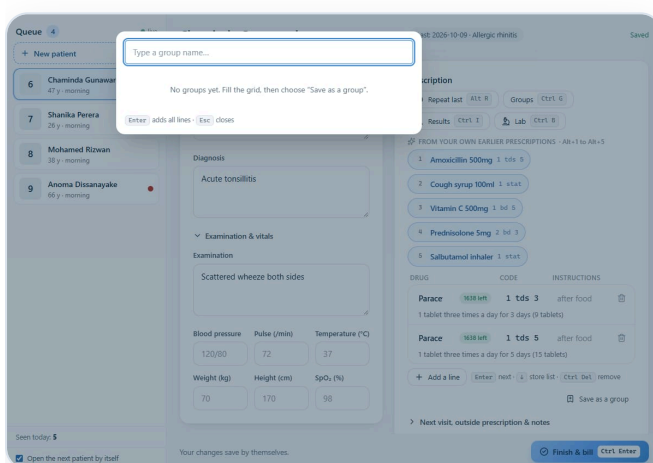


Figure 21. Medicine groups: type a name to find one, Enter adds all its lines.

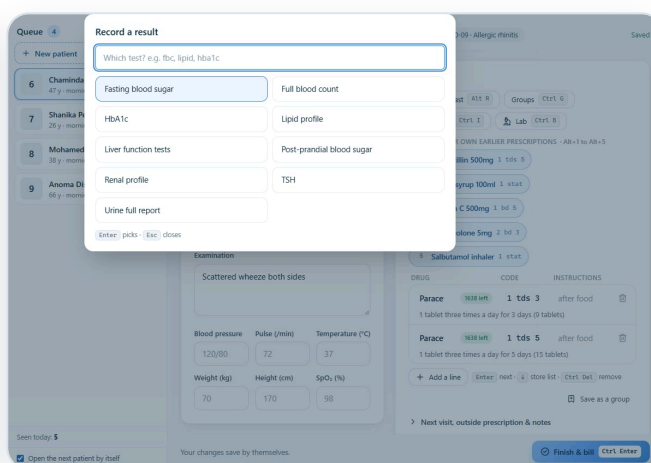


Figure 22. Record a result with Ctrl+I: choose the test, then fill in the values.

Results, lab referrals and new walk-ins

- **Results** (**Ctrl** + **I**): record a test such as fasting blood sugar, HbA1c or a lipid profile. Results appear on the patient's record with their trend.
- **Lab** (**Ctrl** + **B**): refer the patient to a linked laboratory with the tests you want (Chapter 23).
- **New patient** (**Ctrl** + **N**): a patient who walks in without an appointment. Type the name, sex, age, phone and any allergy. They are registered, given the next token and opened for you straight away.

Figure 23. A walk-in: register, give a token and open, in one window.

Figure 24. Referring to a laboratory: choose the lab, the tests and a note.

Finishing

When the prescription is ready, press **Ctrl** + **Enter** (**Finish & bill**). The next chapter shows what happens.

TIP

Tick **Open the next patient by itself** at the bottom of the queue so that finishing one patient opens the next waiting one. Untick it if you want to choose.

GOOD TO KNOW

A finished visit **cannot be edited**; it can only be corrected with an **addendum**, a dated note added underneath. That keeps medical records honest. A visit that has not been finished is a draft and can be changed freely.

10

Finish and bill

The end of a consultation in one small window: the medicines, the fee, how the patient paid, and the receipt.

What Ctrl+Enter does

Finish & bill finishes the visit and makes the receipt together, in one step. If the stock or the payment does not work out, **nothing** is finished, so you never end up with a visit that is half done.

The screenshot shows the 'Finish & bill' window for patient Chaminda Gunawardena. The window is titled 'Finish & bill · Chaminda Gunawardena'. It contains the following information:

- MEDICINES:** A list of medicines with checkboxes, quantities, and prices. The first item is 'Paracetamol 500mg' with a quantity of 9 and a price of Rs 27.00.
- Consultation fee (Rs):** 1500
- Other charges (Rs):** (Empty field)
- Discount (Rs):** (Empty field)
- TOTAL:** Rs 1,527.00
- PAID BY:** Buttons for 'Cash', 'Card', and 'Bank'. 'Cash' is selected.
- Buttons:** 'Finish & save receipt' (with 'Enter' shortcut), 'Keep editing' (with 'Esc' shortcut), and 'Finish & bill' (with 'Ctrl Enter' shortcut).
- Footer:** 'A finished visit and its receipt can't be edited, only corrected with an addendum or a void.' and 'Your changes save by themselves.'

Figure 25. Finish & bill: the medicine, the fee, the total and how the patient paid. Enter finishes.

In the window

Part	What it does
Medicines	Each prescription line that matches a medicine in your store, with the quantity taken (from the oldest batch that has not expired first) and its price. Untick a line to leave it out. A line that is not in the store is written on the prescription only and is not charged.
Consultation fee (Rs)	Filled from the doctor's fee. Change it for this patient if needed. Set it to 0 for a free visit.
Other charges and Discount	For example a dressing, or a discount for a regular patient. Other charges can have a short note.
Total	Fee plus medicines plus other charges, minus the discount.
Paid by	Cash (the default), Card or Bank . Choose Split the payment to pay part by one method and part by another.

- 1 Check the bill.
- 2 Press **Enter** (or **Finish & save receipt**). Press **Esc** instead to go back and keep editing.
- 3 The receipt is saved, the stock is reduced, and the next patient opens.

TIP

The usual patient is one Enter: the bill is already filled in and cash is already chosen.

When something is not right

The window says	What to do
Only 10 of Paracetamol 500mg in stock	The store does not have enough for the quantity written. Lower the quantity, untick the line, or receive stock first (Chapter 13).
The payments don't add up to the total	Split payments must add up to the bill exactly.
Nothing printed	Doctor Wallet may be set not to print by itself. Staff can print from the website, or you can choose automatic printing in Settings, Printing (Chapter 12).

Queue 3 live

+ New patient Ctrl N

- 7 **Shanika Perera**
26 y · morning
- 8 **Mohamed Rizwan**
38 y · morning
- 9 **Anoma Dissanayake**
66 y · morning

Shanika Perera P-000007 · 26 y · Female Last: 2026-10-02 · Osteoarthritis of the k... Draft

Symptoms

Diagnosis

> Examination & vitals

> Earlier visits (1)

Your changes save by themselves.

Prescription

Repeat last Alt R Groups Ctrl G

Results Ctrl I Lab Ctrl B

DRUG	CODE	INSTRUCTIONS
Drug and strength	1 bd 5	after food

+ Add a line Enter next ↓ store list Ctrl Del remove

Save as a group

> Next visit, outside prescription & notes

Finish & bill Ctrl Enter

Seen today: 6

☒ Open the next patient by itself

Not printed here: staff print it from the portal. To print by itself, switch on "print without asking" in Settings > Printing.

Figure 26. After Enter: the visit is finished and the next patient (Shanika Perera) is already open. A note tells staff the papers can be printed from the website.

A free visit

Set the fee to 0 and take no medicines. Doctor Wallet finishes the visit and makes **no receipt**, since there is nothing to pay. A visit that was finished without a receipt can be billed later from **Receipts, Not billed yet**.

11

Receipts

Today's receipts, printing a copy, saving a PDF, and voiding a receipt that was a mistake.
Press **F5**. The screen has two tabs: **Today's receipts** and **Not billed yet**.

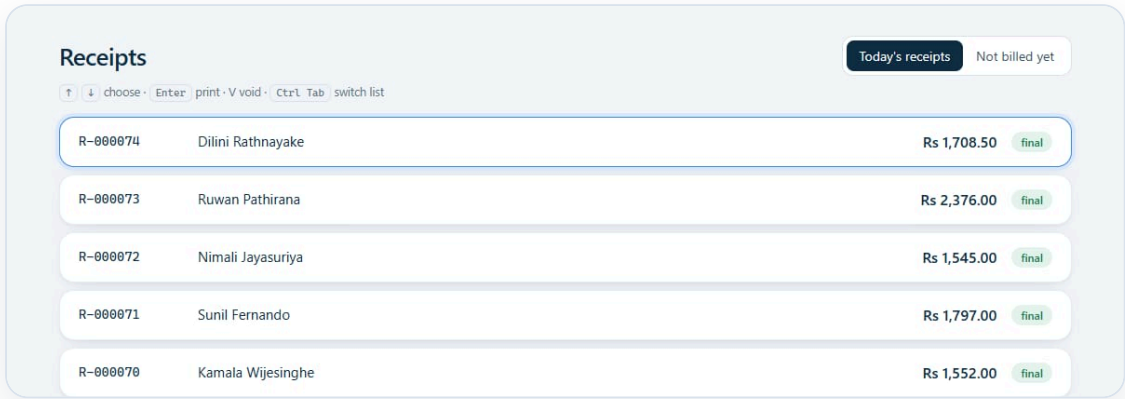


Figure 27. Today's receipts, newest first, with the total and a green "final" tag.

↑ ↓	Choose a receipt
Enter	Print (or open the bill for a patient not billed yet)
V	Void the chosen receipt
Ctrl + Tab	Switch between the two tabs

Printing a receipt

Press **Enter** on a receipt to open its preview. Choose **Print** (the paper and printer from Settings, Printing) or **Save PDF**. Each receipt carries a **verification code** and a **QR code**: a patient or an insurer can scan it to check the receipt is real.

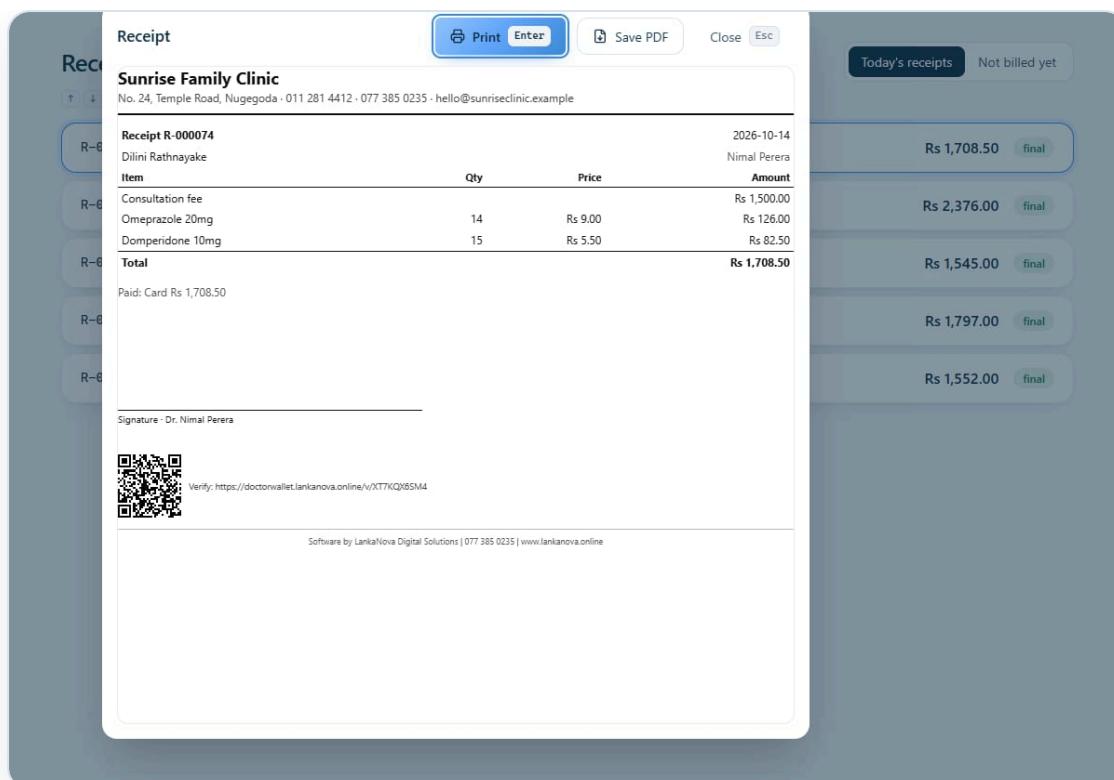


Figure 28. A receipt preview with the clinic's letterhead, the items, the payment and the QR verification code.

Voiding a receipt

If a receipt was a mistake, choose it and press **V**. Type a **reason** and confirm. The medicines go **back into stock**, and the receipt **stays on record** marked void, with the reason and who voided it. A receipt can never be deleted or edited.

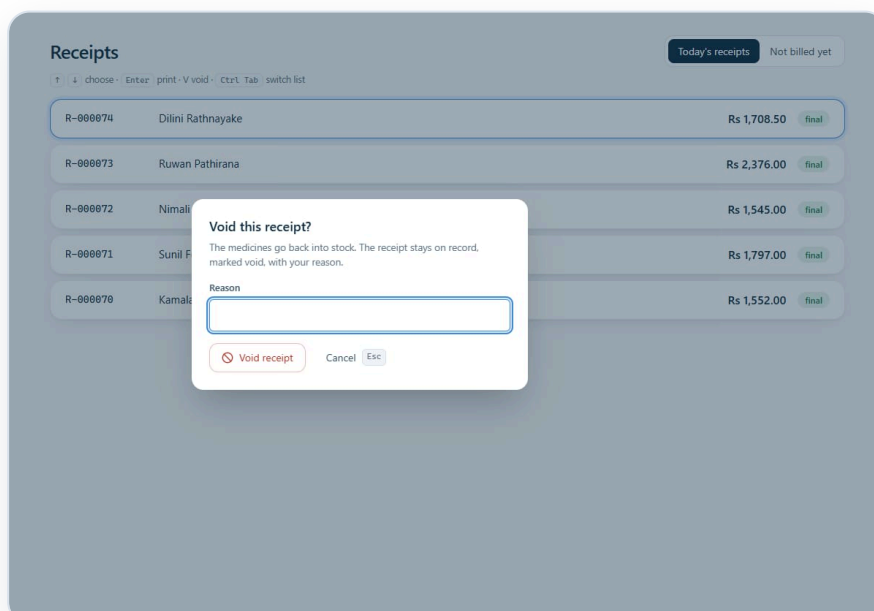


Figure 29. Voiding needs a reason. The receipt stays on record.

GOOD TO KNOW

Only people with the permission **Void receipts** can do this, normally the doctor, clinic admin or a trusted cashier.

Not billed yet

Visits that were finished without a receipt appear here: for example a visit finished on a PC where billing was skipped. Choose one and press to open the bill and take payment.

The day-end report

At the end of the session, open Reports (), **Day-end report**: the day's takings by cash, card and bank for each doctor and cashier, the voided receipts, and the total. See Chapter 14.

Which printer and paper each document uses, and whether papers print by themselves or on request.

Open Settings (**F9**), **Printing**. Doctor Wallet prints four kinds of paper, and each has its own printer, paper size, margin and copies.

Figure 30. Settings, Printing: choose what happens after a patient is finished, and the printer and paper for each paper.

Paper	What it is
Prescription	What the patient takes home from the doctor. A5 is the usual size; A4 also works.
Receipt	The bill. A small receipt printer (80 mm or 58 mm) works too.
Test result	A printed result such as a blood count.
Day-end report	The day's takings, for the end of the session.

After the doctor finishes a patient

The first box chooses what happens when Finish & bill is pressed:

- **Print the prescription and the receipt**
- **Print the prescription only**
- **Print the receipt only**
- **Print nothing (staff print from the website):** the default, because most clinics let the front desk print.

Only papers set to **Print straight away** below print by themselves. That is deliberate: **the next patient is never held up by a printer question**. Papers that are not set to print straight away are printed from the receipt screen or from the staff website.

Printer, paper, margin, copies

Setting	Notes
Which printer	"The computer's usual printer", or a named printer. The choice is remembered on this PC only.
Paper size	A5, A4, 80 mm or 58 mm. The paper size is shared with the staff website so staff print the same pages.
Margin (mm)	Space around the page. 10 mm suits most printers.
Copies	How many copies each time.
Print straight away	Tick to print with no question each time.

After changing anything, press **Save prescription** (or the button for that paper).

Signature and stamp

Upload the doctor's signature and the clinic stamp under Settings, Doctors. On the Printing page you can then **move and resize** them so they sit exactly on your prescription paper. The preview on the right shows a sample prescription and updates as you change the numbers. Press **Save position** when it looks right.

13

Stock: your medicine store

Medicines, batches with their expiry dates, receiving and adjusting stock, and the warnings before it costs you.

Press **F6**. The list shows each medicine, how many you have, its next expiry date and the price. At the top is a coloured bar with warnings: **running low**, **expiring soon** and **expired**.

The screenshot shows the 'Stock' application window. At the top right, there is a button '+ New medicine' and a keyboard shortcut 'Ctrl N'. Below this, a yellow warning bar indicates '1 running low' and '1 expiring soon'. A search bar with the placeholder 'Search medicines' is present. Below the search bar, a list of medicines is displayed, each with its name, strength, next expiry date, price, and quantity. The medicines listed are:

Medicine	Quantity
Amlodipine 5mg next expiry 2028-03-17 · Rs 4.80 each	960 tablet
Amoxicillin 500mg next expiry 2027-08-10 · Rs 18.00 each	565 capsule
Atorvastatin 20mg next expiry 2027-12-28 · Rs 10.00 each	710 tablet
Azithromycin 500mg next expiry 2027-10-29 · Rs 95.00 each	120 tablet
Cetirizine 10mg next expiry 2028-02-26 · Rs 4.00 each	860 tablet
Cough syrup 100ml next expiry 2027-06-11 · Rs 260.00 each	20 bottle
Domperidone 10mg next expiry 2027-10-09 · Rs 5.50 each	236 tablet

Figure 32. The medicine store. Choose a medicine with the arrow keys and Enter to open it.

Adding a medicine

- 1 Press **Ctrl** + **N** (or **New medicine**).
- 2 **Name and strength:** for example **Paracetamol 500mg**. Include the strength: Doctor Wallet matches prescription lines to the store by name.
- 3 **Unit:** tablet, capsule, ml, bottle, tube, sachet or others set in Settings, Stock.
- 4 **Low-stock level:** warn when the amount on hand is at or below this number.
- 5 **Used for (keywords):** words like **fever, cough, cold**. The prescription suggests this medicine when the symptoms mention them.
- 6 Press **Ctrl** + **Enter** to save.

Stock + New medicine Ctrl+N

1 running low 1 expiring soon

Search: amox

Amoxicillin 500mg next expiry 2027-08-10 565 capsule

New medicine

Name and strength: Paracetamol 500mg

Unit: tablet Low-stock level: 0 Warn at or below this

Used for (keywords): fever, body ache

Words like fever, cough, cold. The prescription suggests this medicine when the symptoms mention them.

Save Ctrl+Enter Cancel Esc

Figure 33. The New medicine form.

Batches: receiving stock

Medicines are kept in **batches**, each with a batch number, an expiry date and its own prices. Open a medicine to see its batches and its history.

Stock + New medicine Ctrl+N

1 running low 1 expiring soon

← All medicines Esc

Amoxicillin 500mg 565 capsule usable · low-stock level 100

Receive R Adjust A Edit E

Batches

Batch	Expiry	On hand	Buy	Sell
B4625	2027-08-10	565	Rs 11.00	Rs 18.00

History

2026-10-13 18:33	Dispensed	-15	B4625
2026-10-13 18:33	Dispensed	-15	B4625
2026-10-13 18:33	Dispensed	-15	B4625
2026-10-13 18:33	Dispensed	-15	B4625
2026-10-13 18:33	Dispensed	-15	B4625
2026-10-13 18:33	Received	+640	B4625

Figure 34. A medicine's batches (on hand, buying and selling price) and its history: received, dispensed, adjusted.

- 1 Open the medicine and press **R** (**Receive**).
- 2 Type the **Batch number** from the box and the **Expiry** (**year-month-day**).
- 3 Type the **Buying price** and **Selling price** for one unit, and the **Quantity** you received.
- 4 Press **Ctrl** + **Enter**.

Receive stock: Amoxicillin 500mg

Batch number: Expiry:
year-month-day

Buying price (Rs each): Selling price (Rs each):

Quantity (capsule):

Receive Ctrl Enter **Cancel** Esc

Amoxicillin 500mg
 565 capsule usable - 10

Batches

Batch	Buy	Sell
B4625	Rs 11.00	Rs 18.00

History

Date	Time	Action	Quantity	Batch
2026-10-13	18:33			
2026-10-13	18:33			
2026-10-13	18:33			
2026-10-13	18:33	Dispensed	-15	B4625
2026-10-13	18:33	Dispensed	-15	B4625
2026-10-13	18:33	Received	+640	B4625

Figure 35. Receive stock: one batch, with its expiry and prices.

Oldest first, automatically

When medicines are dispensed, Doctor Wallet takes them from the batch that **expires first**. Two batches of the same medicine can have different prices; the receipt shows exactly what was taken from where. A batch that has passed its expiry date is **never dispensed**.

Adjusting and writing off

Press **A** on a medicine to correct a count. Choose the **batch**, type the **change** (use a minus to take stock out, for example **-5**) and a **reason** such as **stock count** or **damaged**. Every adjustment is written to the history with who did it.

Adjust stock: Amoxicillin 500mg

Batch:

Change:

Use a minus to take stock out, e.g. -5

Reason:

Adjust Ctrl Enter **Cancel** Esc

Amoxicillin 500mg
 565 capsule usable - 10

Batches

Batch	Buy	Sell
B4625	Rs 11.00	Rs 18.00

History

Date	Time	Action	Quantity	Batch
2026-10-13	18:33			
2026-10-13	18:33			
2026-10-13	18:33			
2026-10-13	18:33	Dispensed	-15	B4625
2026-10-13	18:33	Dispensed	-15	B4625
2026-10-13	18:33	Received	+640	B4625

Figure 36. Adjust stock: batch, change and reason are all recorded.

Expired batches can be removed in one step: choose **Write off expired** in the warning bar and click again to confirm. The stock is removed and the movement is recorded as a write-off.

Editing a medicine

Press **E** to change a medicine's name, unit, low-stock level or keywords. Changing the name does not change past receipts.

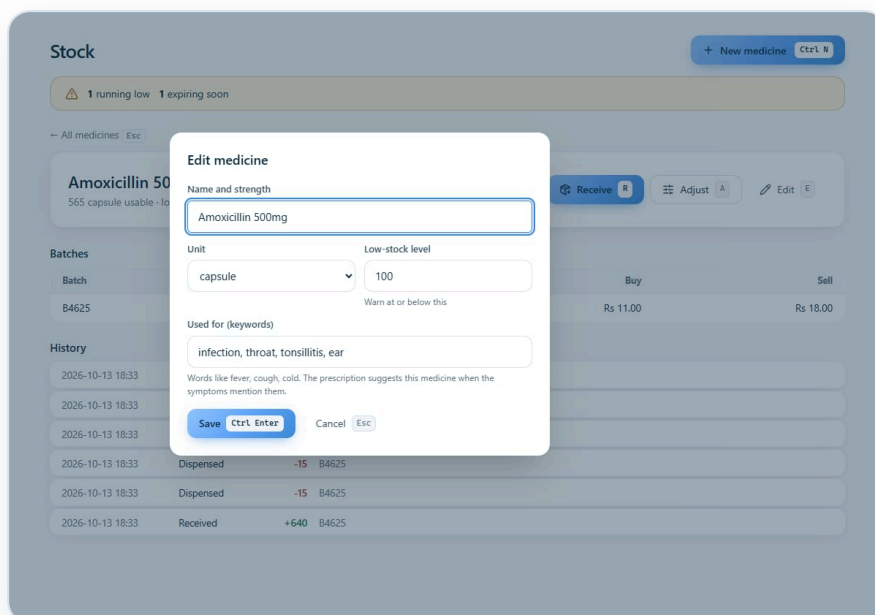


Figure 37. Edit medicine.

Warnings

Warning	When it appears
Running low	The amount on hand is at or below the medicine's low-stock level.
Expiring soon	A batch expires within the days set in Settings, Stock (90 by default).
Expired	A batch is past its expiry date. It cannot be dispensed.

GOOD TO KNOW

Buying prices, profit and stock value are only visible to people who may see money (permission **See income and profit**). A dispenser can manage stock without seeing what the clinic pays.

14

Reports

Income, medicines sold and profit, patients seen, no-shows, stock value, expiring stock and the day-end report.

Press **F7**. Choose a report with the buttons at the top, pick the dates, and read the table. Every report exports to CSV for a spreadsheet.

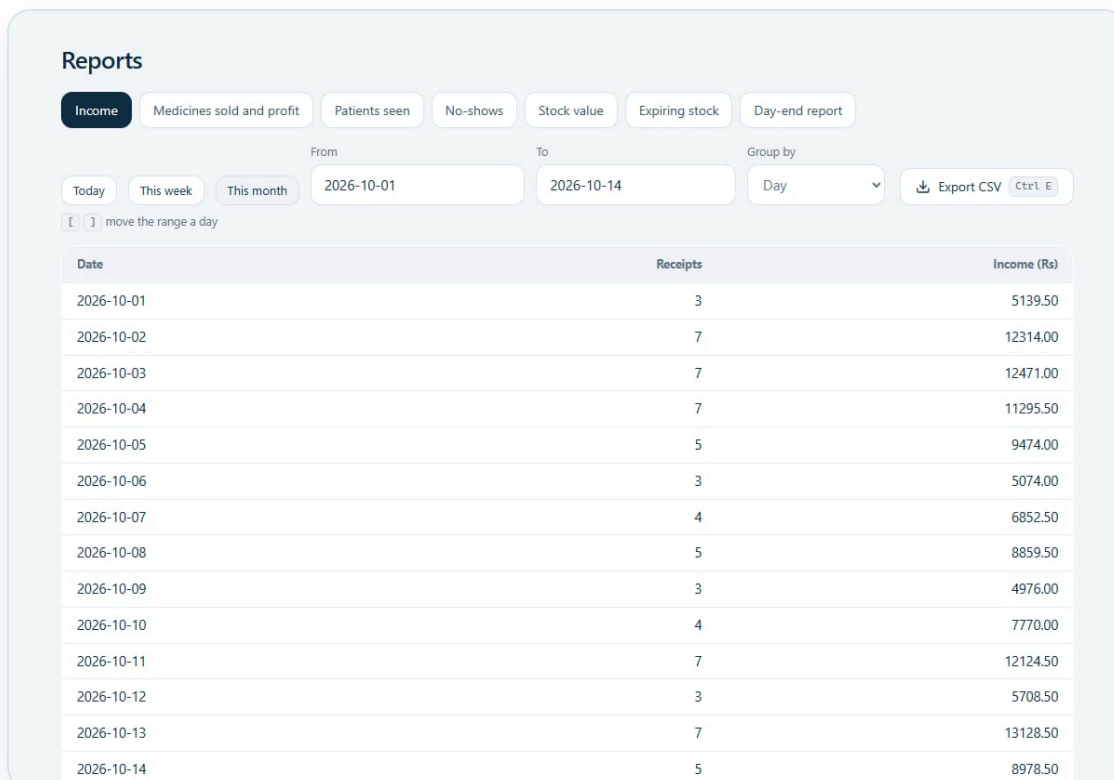


Figure 38. Income by day for the month so far: the number of receipts and the money taken.

Choosing the dates

- Use **Today**, **This week** or **This month**, or type the **From** and **To** dates ([year-month-day](#)).
- Press **[** or **]** to move the whole range back or forward by a day.
- **Group by** (for the income report) shows the figures by day, week or month.
- **Export CSV** (**Ctrl** + **E**) saves the table as a file that opens in Excel.

The reports

Report	What it tells you
Income	Receipts and income for each day (or week or month) in the range, with a total. Voided receipts are not counted.
Medicines sold and profit	For each medicine: the quantity sold, the sales, what they cost you and the profit. Use it to see what earns and what sits on the shelf.
Patients seen	For each doctor: the number of visits and of different patients.
No-shows	Patients who were called but did not come, by date and doctor.
Stock value	Every medicine's quantity on hand, its value at cost and at selling price.
Expiring stock	Batches that are close to their expiry date, with the days left, so you can sell or return them in time.
Day-end report	The day's receipts by method (cash, card, bank), by doctor and by cashier, with voids. Press Print / PDF to print it.

Reports

Income **Medicines sold and profit** Patients seen No-shows Stock value Expiring stock Day-end report

From: 2026-10-01 To: 2026-10-14

Today This week This month 2026-10-01 2026-10-14 Export CSV Ctrl+E

[-] move the range a day

Medicine	Quantity	Sales (Rs)	Cost (Rs)	Profit (Rs)
Amlodipine 5mg	240	1152.00	528.00	624.00
Paracetamol 500mg	162	486.00	243.00	243.00
Domperidone 10mg	159	874.50	413.40	461.10
Omeprazole 20mg	123	1107.00	553.50	553.50
Metformin 500mg	120	624.00	336.00	288.00
Vitamin C 500mg	120	300.00	108.00	192.00
Prednisolone 5mg	84	252.00	100.80	151.20
Amoxicillin 500mg	75	1350.00	825.00	525.00
Ibuprofen 400mg	75	337.50	150.00	187.50
Atorvastatin 20mg	60	600.00	312.00	288.00
ORS sachet	54	2430.00	1512.00	918.00
Loratadine 10mg	42	273.00	134.40	138.60
Cetirizine 10mg	35	140.00	63.00	77.00
Cough syrup 100ml	15	3900.00	2700.00	1200.00

Figure 39. Medicines sold and profit.

Reports

Income Medicines sold and profit Patients seen No-shows Stock value **Expiring stock** Day-end report

Export CSV Ctrl+E

Medicine	Batch	Expiry	On hand	Days left
Prednisolone 5mg	B9982	2026-11-08	404	25

Figure 40. Expiring stock: Prednisolone has 25 days left.

Reports

Income Medicines sold and profit Patients seen No-shows **Stock value** Expiring stock Day-end report

Export CSV CSV E

Medicine	Unit	On hand	At cost (R)	At selling price (R)
Amlodipine 5mg	tablet	960	2112.00	4608.00
Amoxicillin 500mg	capsule	565	6215.00	10170.00
Atorvastatin 20mg	tablet	710	3692.00	7100.00
Azithromycin 500mg	tablet	120	7800.00	11400.00
Cetirizine 10mg	tablet	860	1548.00	3440.00
Cough syrup 100ml	bottle	20	3600.00	5200.00
Domperidone 10mg	tablet	236	613.60	1298.00
Ibuprofen 400mg	tablet	115	230.00	517.50
Loratadine 10mg	tablet	258	825.60	1677.00
Metendazole 100mg	tablet	90	2160.00	3600.00
Metformin 500mg	tablet	1320	3696.00	6864.00
Omeprazole 20mg	capsule	563	2533.50	5067.00
ORS sachet	sachet	96	2688.00	4320.00
Paracetamol 500mg	tablet	1638	2457.00	4914.00
Povidone iodine 10%	bottle	16	3360.00	5120.00

Figure 41. Stock value at cost and at selling price.

Reports

Income Medicines sold and profit Patients seen No-shows Stock value Expiring stock **Day-end report**

Day/
2026-10-01

Print / PDF

The day-end report lists each doctor's receipts by cash, card and bank, voided receipts, and each cashier's total. Choose the day and print it.

Figure 42. The day-end report is printed for the day you choose.

GOOD TO KNOW

Reports that show money are only visible to people with the permission **See income and profit**. Other staff see the other reports, or none at all, depending on their role.

15

SMS messages

Token messages, visit reminders, "your turn is near", birthday wishes and messages you write yourself.

Press **F8**. SMS messages go to patients' Sri Lankan mobile numbers. They are queued on the clinic PC and **sent through the cloud**, so they need the internet and the clinic's **SMS units**.

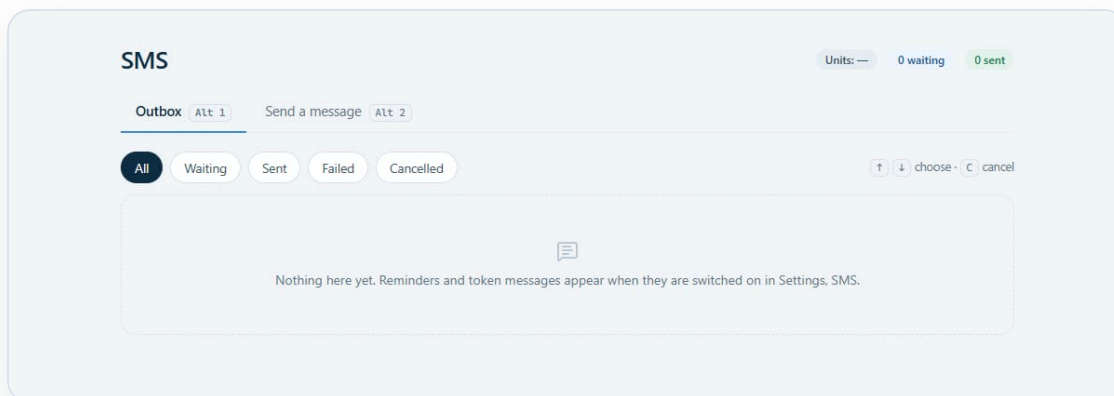


Figure 43. The SMS screen. The Outbox lists every message and its status.

What is sent by itself

Message	When it goes out
Token confirmation	As soon as a token is given. It is sent even during quiet hours.
Visit reminder	A number of days before the next-visit date written in the consultation (you choose how many; 0 means on the day at 9 am).
"Your turn is near"	When only a few patients are ahead of someone waiting (you choose how many).
Lab result ready	When a laboratory has uploaded a report for a patient.
Birthday	A short greeting on the patient's birthday, in the morning.

Each can be switched on or off, and its words written yourself, in Settings, **SMS**.

Settings for SMS

- **Templates:** edit the words. Use the little tags `{patient}`, `{doctor}`, `{clinic}`, `{date}`, `{time}`, `{token}`. The screen shows the number of characters, how many SMS the message uses, and an example.
- **Quiet hours** (21:00 to 07:00 unless you change them): messages other than token messages wait until the morning.
- **Opt-out:** a patient who opted out (in their record) is never texted.

Sending a message yourself

Press **Alt** + **2** (or choose the **Send a message** tab).

- 1 In **To**, type a patient's name or number and press **Enter**, or add **everyone whose next visit is on** a date.
- 2 Write the message. The screen counts characters and SMS parts as you type. You can use **(patient)** and **(clinic)** to fill in each person's name.
- 3 Press **Ctrl** + **Enter** (**Send to...**).

The screenshot shows the 'SMS' interface with the 'Send a message' tab selected. At the top right, it says 'Units: — 0 waiting 0 sent'. Below the tabs, there are two main sections: 'To' and 'Message'. The 'To' section has a 'Find a patient' input field with the placeholder 'Name, number or phone, then Enter'. Below it, there's an option 'Or everyone whose next visit is on' with a date input '2026-11-02' and an 'Add' button. The 'Message' section has a text area with 'Hello (patient), ...' and a character count '0 characters · 0 SMS · You can use (patient) and (clinic)'. At the bottom of the 'Message' section, there's a 'Send to ...' button with 'Ctrl Enter' next to it. Below the button, there's a note: 'Patients who opted out, or have no Sri Lankan mobile number, are skipped. Nothing is sent between the quiet hours (Settings, SMS)'.

Figure 44. Send a message to one patient or to everyone due on a day.

The outbox

Press **Alt** + **1** for the Outbox. It shows each message as **waiting**, **sent**, **failed** or **cancelled**. Choose a waiting message and press **C** to cancel it. A failed message is tried again a few times by itself.

Units

Each SMS part (160 characters of English, fewer with Sinhala or Tamil letters) uses **one unit**. The number of units left is shown at the top right and in Settings, Cloud sync. LankaNova tops units up: call **077 385 0235** when you are running low. When there are no units, messages are not sent and the outbox says so.

IMPORTANT

SMS needs the internet. If the PC was offline, the messages wait and go out when it is back online (reminders are skipped if their time has passed).



PART 3

Setting up and connecting

Settings, people and roles, the clinic network, backups, the staff website and phone app, the lab and patient portals, and keeping Doctor Wallet up to date.

Settings at a glance

Everything about how Doctor Wallet works in your clinic, in plain words and grouped by what you are trying to do.

Press **F9**. Settings opens as a page of cards. Type in the search box (for example **printer**, **password** or **backup**) and press **Enter** to open the first match, or click a card. **Esc** goes back.

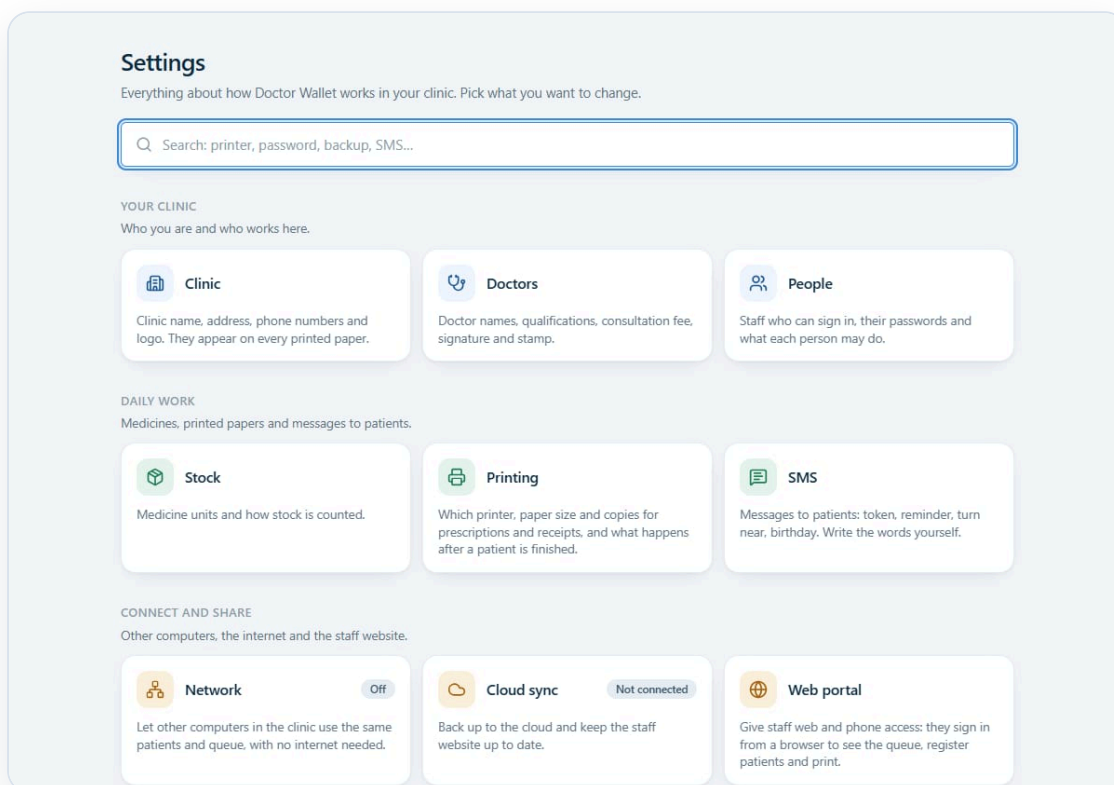


Figure 45. The Settings home page. Some cards show a little status, for example how many SMS units are left.

Group	Card	What it is for
Your clinic	Clinic	Name, address, phone numbers, email, hours and the logo. They appear on every printed paper.
	Doctors	Doctor names, qualifications, SLMC number, consultation fee, signature and stamp.
	People	Staff who can sign in, their passwords and PINs, and what each person may do (Chapter 17).
Daily work	Stock	How many days ahead to warn about expiry, and the list of units (tablet, capsule, ml and so on).
	Printing	Printer, paper, margins and copies for each paper (Chapter 12).
	SMS	Which messages are sent, their words and the quiet hours (Chapter 15).
Connect and share	Network	Let other PCs in the clinic use the same data, and the waiting-room display (Chapters 18 and 19).

Group	Card	What it is for
	Cloud sync	Backup to the cloud and keeping the staff website up to date (Chapter 20).
	Web portal	Give staff access to the staff website and phone app (Chapter 22).
	Doctor directory	Show a doctor on the public website (Chapter 25).
This app	Backups	Daily copies and backups to a USB drive, and restoring (Chapter 21).
	Updates	Check for a newer Doctor Wallet (Chapter 26).
	Keyboard	Change the shortcut keys.
	Appearance	Light or dark, text size, and when the screen locks by itself.

GOOD TO KNOW

You only see the cards your role allows. On a PC that is not the Hub, cards that belong to the Hub (backups, web portal, directory) say "done on the Hub PC".

Clinic and Doctors

Figure 46. Clinic: the details printed on every paper, and the logo.

Figure 47. Doctors: one entry per doctor, with the fee and the signature and stamp pictures.

- **Logo:** PNG or JPEG, up to 2 MB. Empty edges are trimmed automatically.
- **Add a doctor** is limited by your plan. If you reach the limit, Doctor Wallet says "Your plan allows N doctors. Ask LankaNova to add more."
- **Signature** and **stamp:** upload a picture of each (a scan on white paper is trimmed automatically), then place them under Settings, Printing.

Stock settings

← All settings > Stock Esc

Stock

Warn about expiry this many days ahead

90

Units of measure

tablet, capsule, ml, bottle, tube, sachet

Separated by commas

Figure 48. Stock settings: how far ahead to warn about expiry, and the units a medicine can be counted in.

SMS settings

← All settings > SMS Esc

SMS

Messages are queued on this PC and sent through the cloud. Patients who opted out are never texted.

☐ **Token confirmation**
Sent when a token is given. Goes out even in the quiet hours.

Hello {patient}, your token at {clinic} is {token}. Dr {doctor}.

{patient} {doctor} {date} {time} {token} {clinic}

65 characters - 1 SMS. Example: "Hello Nimali, your token at Sunrise Family Clinic is 7, Dr Anura."

☒ **Visit reminder**
Sent before the next-visit date written in the consultation.

Hello {patient}, a reminder of your visit to Dr {doctor} at {clinic} on {date}.

{patient} {doctor} {date} {time} {token} {clinic}

91 characters - 1 SMS. Example: "Hello Nimali, a reminder of your visit to Dr Anura at Sunrise Family Clinic on 14 Oct 2026."

☐ **"Your turn is near"**
Sent when only a few patients are ahead of someone waiting.

Hello {patient}, your turn is near at {clinic} with Dr {doctor}. Token {token}. Please be ready.

Figure 49. SMS settings: tick the messages you want, edit their words, set quiet hours.

People and roles

Who can sign in, and exactly what each person is allowed to see and do.

Open Settings, **People**. On the left are the people who can sign in to this clinic; choose one to see or change their details.

The screenshot shows the 'People' settings page. On the left, there's a list of people with a '+ Add a person' button. The main area shows details for 'Dr. Nimal Perera' (Doctor - demo). The details include fields for Name, Username, Role, and New PIN. Below these fields are 'Save' and 'Set PIN' buttons. At the bottom, there's a section titled 'What Dr. can do' with a list of permissions, each with a checkbox.

What Dr. can do	
☒ See patients	☒ Add and edit patients
☒ Delete patients	☒ Give and call tokens
☒ Write consultations and prescriptions	☒ Read consultations
☒ Dispense medicines	☒ Make receipts
☒ Void receipts	☒ See stock
☒ Change stock	☒ See reports
☒ See income and profit	☒ Send SMS
☒ Change settings	☒ Manage people
☒ Back up and restore	☒ See the activity log

Figure 50. People: the details of one person and, below, the list of things they may do.

Adding a person

- 1 Choose **Add a person**.
- 2 Type their **Name**, a **Username** (2 to 32 letters, numbers, dots, dashes or underscores) and a **Password** of at least 8 characters.
- 3 Choose their **Role**.
- 4 Optionally give them a **PIN** (4 to 6 digits) for quick unlocking.
- 5 Press **Save**.

The same page lets you reset a PIN, switch a person off (they cannot sign in but their history stays) and change their password.

Roles

A role is a starting set of permissions. In an individual practice the roles are **Doctor** and **Staff**. In a medical centre they are **Clinic admin**, **Doctor**, **Receptionist**, **Dispenser**, **Nurse** and **Cashier**.

Role	What they can do by default
Clinic admin	Everything, including managing people, settings and backups.
Doctor	Everything. In an individual practice the doctor owns the clinic. In a medical centre the admin can narrow a doctor with the checkboxes below.
Receptionist	See and register patients, give and call tokens, send SMS. No clinical notes, no money, no stock.
Dispenser	See patients and consultations, dispense and make receipts, see and manage stock. No income figures.
Nurse	See and register patients, give and call tokens, read consultations. Cannot write prescriptions or take money.
Cashier	See patients, make receipts, see stock and the reports. Cannot change stock or void receipts.
Staff (individual practice)	Front desk and dispensary work: patients, tokens, reading consultations, dispensing, receipts, stock and SMS.

The 18 permissions

Under each person is a list of tick-boxes headed "What ... can do". A tick on a role's default can be removed, and an extra tick can be added, **for that person only**.

Permission	What it allows
See patients	Open the patient list and records.
Add and edit patients	Register patients and change their details.
Delete patients	Delete a patient entered by mistake.
Give and call tokens	Run the queue.
Write consultations and prescriptions	Open the consultation screen and write visits.
Read consultations	See past visits, prescriptions and results.
Dispense medicines	Hand out medicines from the store.
Make receipts	Take payment and print receipts.
Void receipts	Cancel a receipt that was a mistake.
See stock	Look at the medicines and batches.
Change stock	Add medicines, receive batches, adjust and write off.
See reports	Open Reports (without money figures).
See income and profit	Money figures: income, profit, buying prices and stock value.
Send SMS	Use the SMS screen.

Permission	What it allows
Change settings	Open and change most of Settings.
Manage people	Add people and change their passwords and permissions.
Back up and restore	Back up to a USB drive and restore.
See the activity log	Read who did what.

IMPORTANT

Only a clinic admin can create or change another admin's account. A doctor cannot make themselves an admin.

TIP

Give people the least they need. A receptionist who cannot see clinical notes or money cannot leak them.

The web password

A person who will also use the staff website or phone app needs a **web password** set in Settings, Web portal (Chapter 22). It is separate from the PC password.

Clinic network: more than one PC

Let reception, the doctor's room and the dispensary all work on the same patients, queue and stock, with no internet needed.

The idea

One PC holds the clinic's data. It is called the **Hub**. The other PCs connect to it over your own clinic network (the same router or switch) and work on the same data. Printers and paper are chosen on each PC. Backups, the licence and the cloud copy are handled on the Hub.

Hub PC

Holds the data. Must be switched on whenever the clinic works. Choose the most reliable PC and give it a fixed address.

Other PCs

Show the same screens but keep no copy of the data. If the Hub is off, they say so and wait.

Your plan

Sets how many PCs may connect. The Hub counts as one.

Turning it on (on the Hub PC)

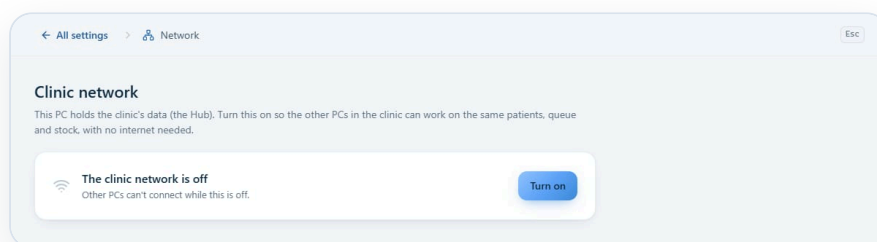


Figure 51. Settings, Network on the Hub PC. The clinic network is off until you turn it on.

- 1 On the Hub PC open Settings, **Network** and press **Turn on**. Windows may ask whether to allow Doctor Wallet to use the network: choose **Allow** on private networks.
- 2 The page now shows the Hub's **address** (for example `192.168.1.20:47815`) and the first characters of its **certificate**. Keep this window open.
- 3 Press **Show a pairing code**. A 6-digit code appears. It **works once** and for 5 minutes.

Connecting another PC

- 1 Install Doctor Wallet on the other PC (the same version as the Hub).
- 2 On the first screen choose **This is another PC in an existing clinic**.
- 3 Type the Hub's **address**, the 6-digit **pairing code**, the first 12 characters of the **certificate** shown on the Hub, and a **name for this PC** (for example `Dispensary`).

- 4 Press **Connect**. The PC joins the clinic and shows the sign-in screen. Everyone signs in with their usual username and password.

GOOD TO KNOW

The certificate check makes sure the other PC is talking to your real Hub and not to someone else on the network. If it does not match, do not continue.

If it will not connect

The message says	What to do
Can't reach the Hub PC	Check the Hub is on and Doctor Wallet is open on it, that both PCs are on the same network, and that the address is typed exactly. Allow Doctor Wallet through Windows Firewall on the Hub.
Too many wrong tries (5 minutes)	Wait 5 minutes and show a new code on the Hub.
That code has expired / isn't right	Show a new pairing code on the Hub.
Your plan allows N PCs	Remove a PC you no longer use, or ask LankaNova to add PCs.
This PC runs a different version of Doctor Wallet than the Hub PC	Install the same version on this PC (see below).

The same version everywhere

All PCs on one clinic network must run the same **release line**, which means the first two numbers of the version: 1.1.5 and 1.1.7 can work together; 1.1.x and 1.2.x cannot. Update the Hub and the other PCs together. The updates page of the Hub PC tells you when a new version is ready (Chapter 26).

Paired PCs

The Network page on the Hub lists every paired PC with the time it was last seen. To remove one (for example a PC that was replaced) choose **Remove** and click again to confirm. That PC can no longer connect and must be paired again.

TIP

Give the Hub PC a **fixed IP address** in your router (an "address reservation") so its address never changes. Then the other PCs never have to be re-paired.

On the other PCs

Settings, Network on another PC says "Connected to the Hub PC" and lets you disconnect. A few things stay on each PC: its printer choices, and the screen lock. The Hub PC's own sign-in is not used.

The waiting-room display

A big board for a TV or a second screen that shows whose turn it is, with numbers only.

On the Network page of the Hub (after the network is turned on) is the **waiting-room display**. It shows each doctor's current token and the next few numbers, in large type. It **never shows a patient's name, phone number, age or note**, because a wall screen can be read by everyone in the room.

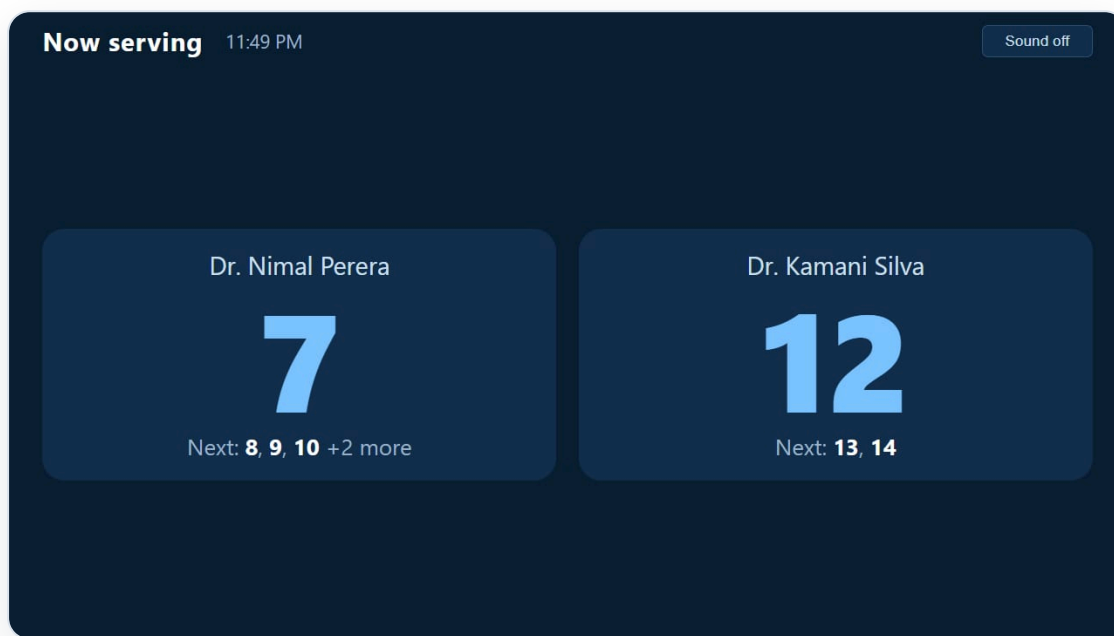


Figure 52. The display board for a clinic with two doctors. When a number changes it flashes, and a chime can play if Sound is on.

On a second screen of the Hub PC

Press **Open on this PC (second screen)**. A full-screen board opens on the second monitor.

On a TV

- 1 On the Network page, copy the **display address** shown (it ends with a secret key).
- 2 Open that address in the TV's web browser, or in a small PC or stick connected to the TV. Accept the certificate warning once.
- 3 Press **Sound off** on the board to switch the chime on, if you want it.

IMPORTANT

Only people who have the address can open the display. If it was shared with someone who should not have it, choose **New display address**: the old one stops working at once.

GOOD TO KNOW

The board reads from the Hub every two seconds, so the TV must be on the clinic network.

Cloud backup and sync

Your clinic's own cloud database: a second copy of everything, and what the staff website reads.

When the Hub PC is online, Doctor Wallet copies changes to your clinic's **private cloud database** every 30 seconds and right after a visit or a receipt. Each clinic has its own database; one clinic's data is never mixed with another's.

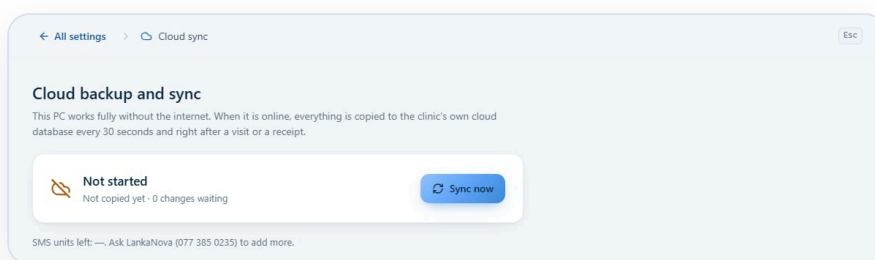


Figure 53. Settings, Cloud sync: whether the copy is up to date, and SMS units left.

Status	What it means
Backed up	Everything has been copied.
N waiting to send	Changes made while offline or just now. They go as soon as the connection allows.
Offline	The PC cannot reach the internet. Work carries on normally.
Needs attention	Something is wrong. Press Sync now and, if it persists, call LankaNova.
Not connected	Cloud sync has not started on this PC yet (for example before activation).

What the cloud copy is for

- **A safe second copy.** If the Hub PC is lost, a new PC can be restored and the cloud fills in anything newer than the backup.
- **The staff website and phone app.** They show the queue and let staff print and register patients even when the Hub PC is switched off (they say "the clinic is offline" and show what was last sent).
- **SMS.** Messages are sent from the cloud, so they go out even if the clinic PC is switched off afterwards.
- **Lab portal and patient portal.** They read from the same copy.

What is not copied

Staff web passwords are kept only as a scrambled hash in the cloud and are never copied back. The PC's own password hashes stay in the clinic's database. Activity-log entries are copied, patient details are never put in error reports.

TIP

Press **Sync now** before you shut a PC down for a long break, and check that the status says Backed up.

Backups and restoring

Daily copies on the PC, a password-protected backup for a USB drive, and moving the clinic to a new PC.

Open Settings, **Backups** (on the Hub PC, for people who may back up and restore). All backups stay **encrypted**: without the password a backup file is just noise.

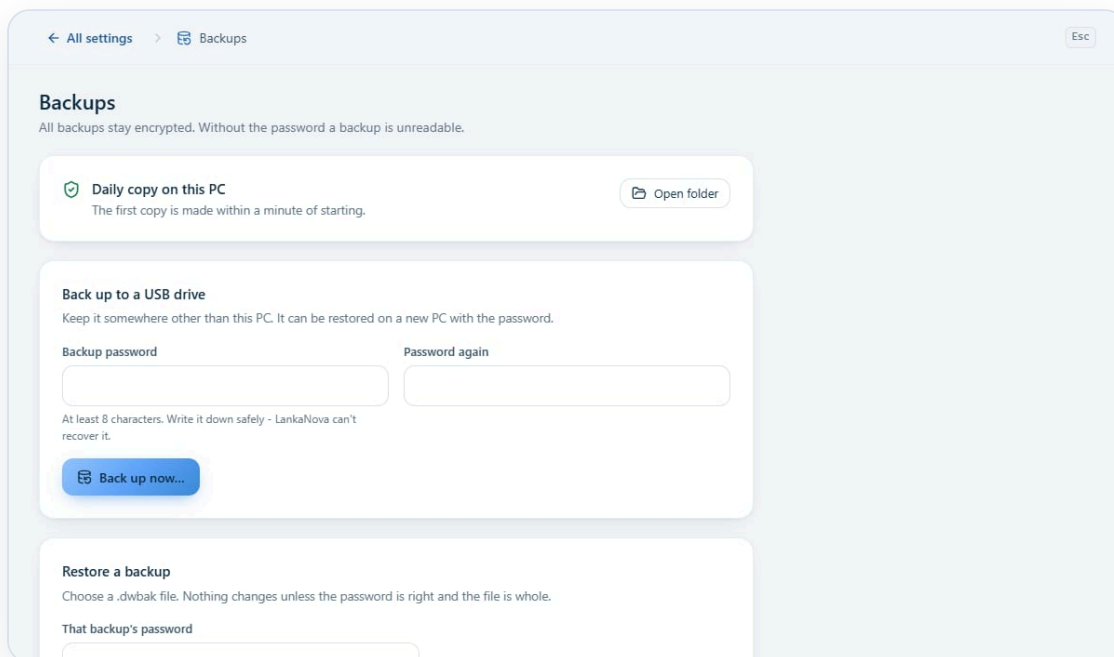


Figure 54. Settings, Backups: the daily copy, a USB backup and restore.

The daily copy

Doctor Wallet makes an encrypted copy of the data **every day** on the PC itself (the first within a minute of starting) and keeps the newest 14. **Open folder** shows them. This protects you from a mistake. It does not protect you from losing the PC, so also keep a USB backup.

Backing up to a USB drive

- 1 Plug in a USB drive (or choose any other folder).
- 2 Type a **Backup password** of at least 8 characters, twice.
- 3 Press **Back up now...** and choose where to save the `.dwbak` file.

IMPORTANT

Write the backup password down and keep it somewhere safe. **LankaNova cannot recover it.** A backup without its password cannot be opened by anyone.

TIP

Make a USB backup at the end of every week, and keep the drive away from the clinic PC (at home, for example).

Restoring

Restoring **replaces everything on this PC** with the backup.

- 1 In Backups, under **Restore a backup**, type the backup's password.
- 2 Press **Restore from a file...** and choose the `.dwbak` file.
- 3 Doctor Wallet first saves the current data as `doctor-wallet.before-restore.dwbak` (protected with the same password) so you can undo the restore, then loads the backup.
- 4 Sign in again. Everyone uses their usual username and password.

Moving to a new PC

- 1 Ask LankaNova for a new activation key (the old key is used up) and tell them the old PC is being replaced.
- 2 Install Doctor Wallet on the new PC and activate it.
- 3 On the setup screen choose **New PC for an existing clinic? Restore a backup instead** and select the `.dwbak` file from the old PC.
- 4 Type the backup password. The data comes across, and the cloud copy fills in anything newer than the backup.

GOOD TO KNOW

If Doctor Wallet says **This data belongs to another PC or is damaged. Restore a backup.**, it means the database file was copied to a PC it was not made for (the database is locked to the PC that made it). Restore a backup instead of copying the folder.

The staff website and Android app

Front-desk staff see the queue, find patients, register new ones and print the prescription and receipt from any browser or phone.

Why it exists

In many clinics the doctor works on one PC and the front desk prints the prescription and the bill at another desk. The staff website lets them do that on **their own computer or phone**, with no software to install and no network cable to the Hub. It reads the clinic's cloud copy, so it keeps working even when the Hub PC is off.

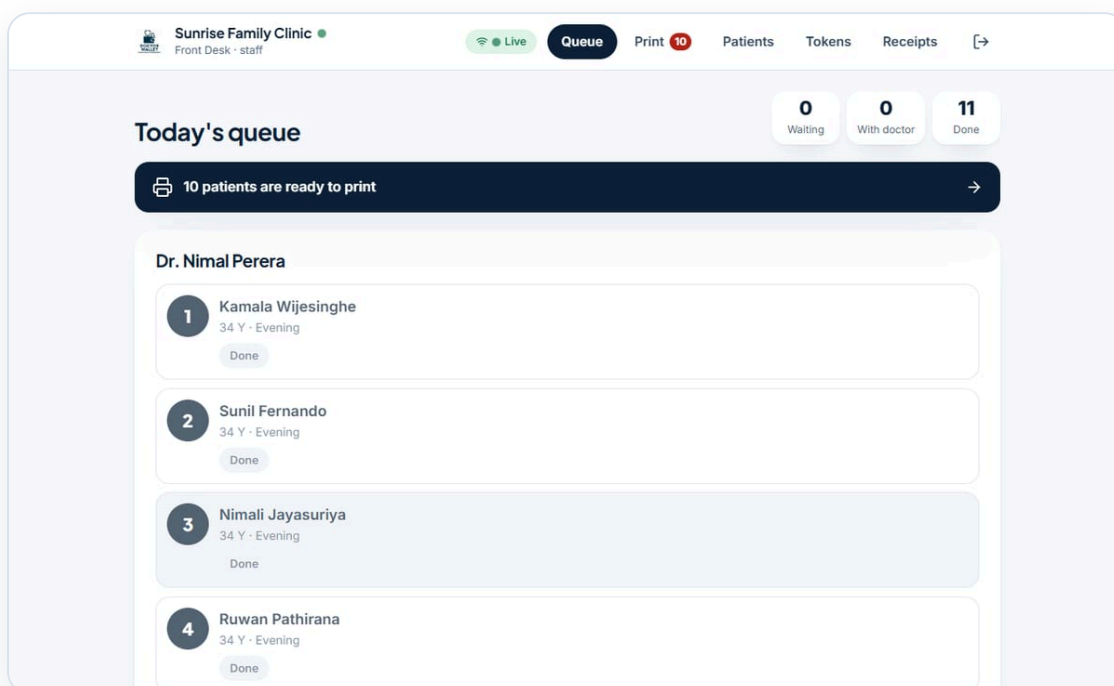


Figure 55. The staff website: today's queue, the counts, and a bar that says how many patients are ready to print.

Giving a person access

This needs the **staff portal** option on your plan (ask LankaNova to switch it on) and is done on the Hub PC, by someone who may manage people.

- 1 Open Settings, **Web portal**. Each person is listed with a switch.
- 2 Press **Turn on** beside a person and set a **web password** of at least 10 characters. It is kept only as a hash in the cloud: nobody can read it back.
- 3 Give the person their **App ID**, their **web username** (shown under their name) and the password.

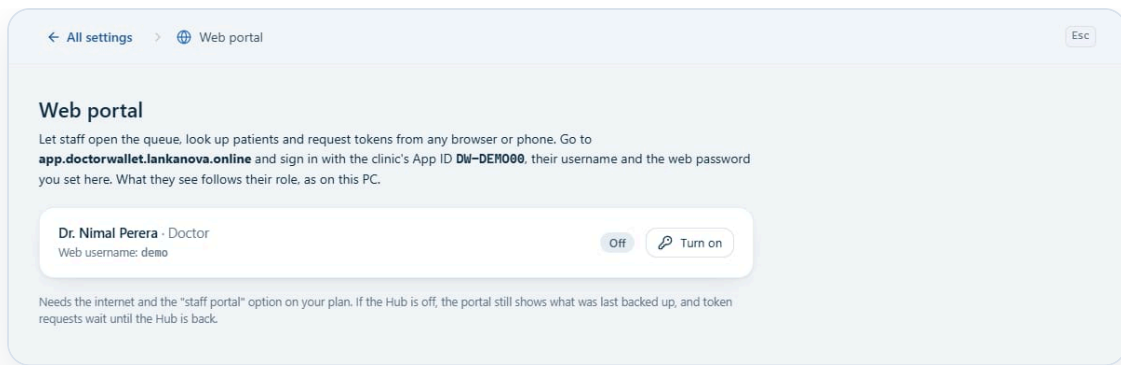


Figure 56. Settings, Web portal: switch each person on and give them a web password.

GOOD TO KNOW

What a person sees on the website follows their role, exactly as on the PC. A receptionist sees the queue and patients but not clinical notes or money.

Signing in

Go to **app.doctorwallet.lankanova.online** (the address is also shown on the Web portal page). Type the **App ID**, the **username** and the **password**. Five wrong tries lock the account for 15 minutes. A sign-in lasts 12 hours.

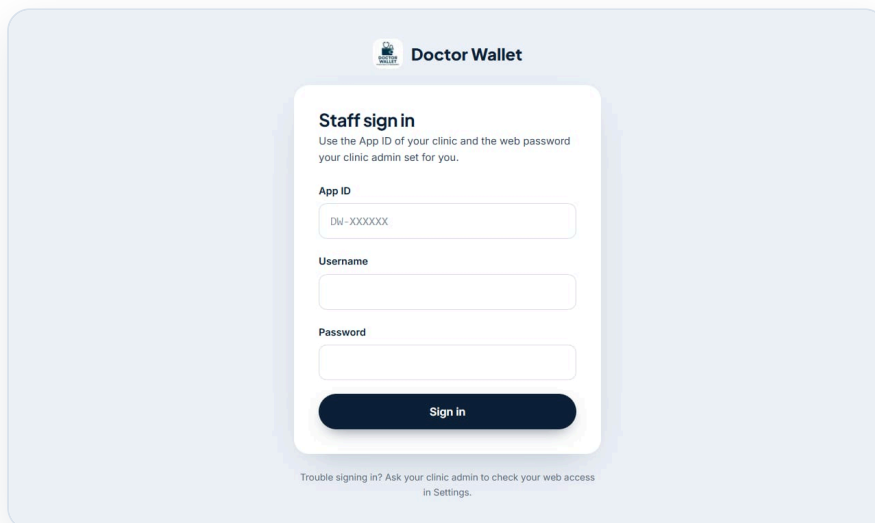


Figure 57. The staff sign-in page.

The pages

Page	What it does
Queue	Today's queue by doctor with counts of waiting, with the doctor and done. A dark bar tells you how many patients are ready to print.
Print	The finished patients of the day, newest first. Each has Print both , Prescription and Receipt . A tick marks what was printed. Pick another day with the date box.
Patients	Search by name, number or phone (at least 2 letters). Open a patient to see their details and, for roles that may, their visits.
Tokens	Ask for a token for an existing patient (choose the doctor, the day and the session) or register a New patient and give them a token together.
Receipts	The day's receipts with totals, for roles that may take money.

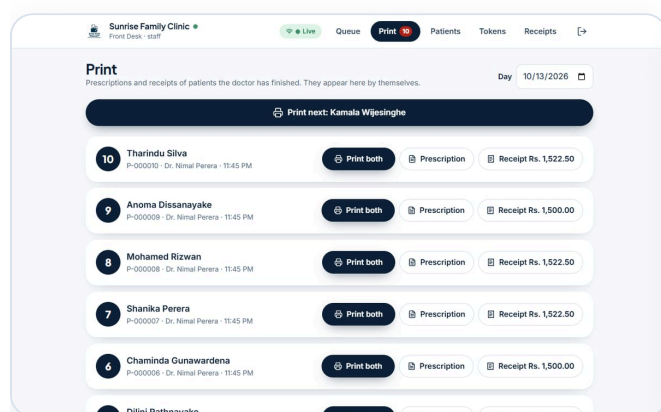


Figure 58. Print: everything the doctor has finished appears here by itself.

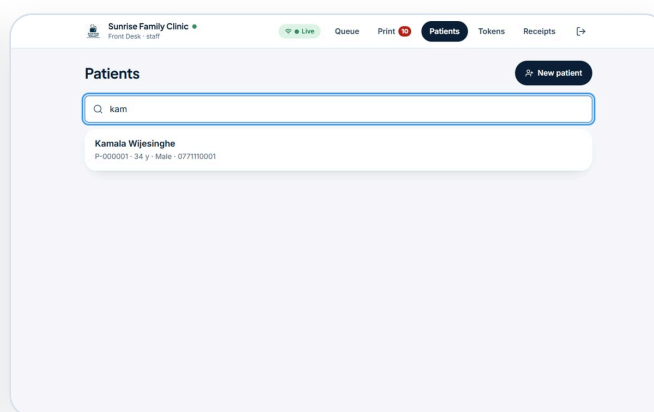


Figure 59. Patients: type two or more letters.

Printing

Press **Print both** (or one paper). The page shows the document exactly as the clinic prints it, then opens your **browser's print window**: choose the printer, or Save as PDF. The paper size and margins are the ones set on the Hub in Settings, Printing, so the front desk prints the same pages as the clinic PC would.

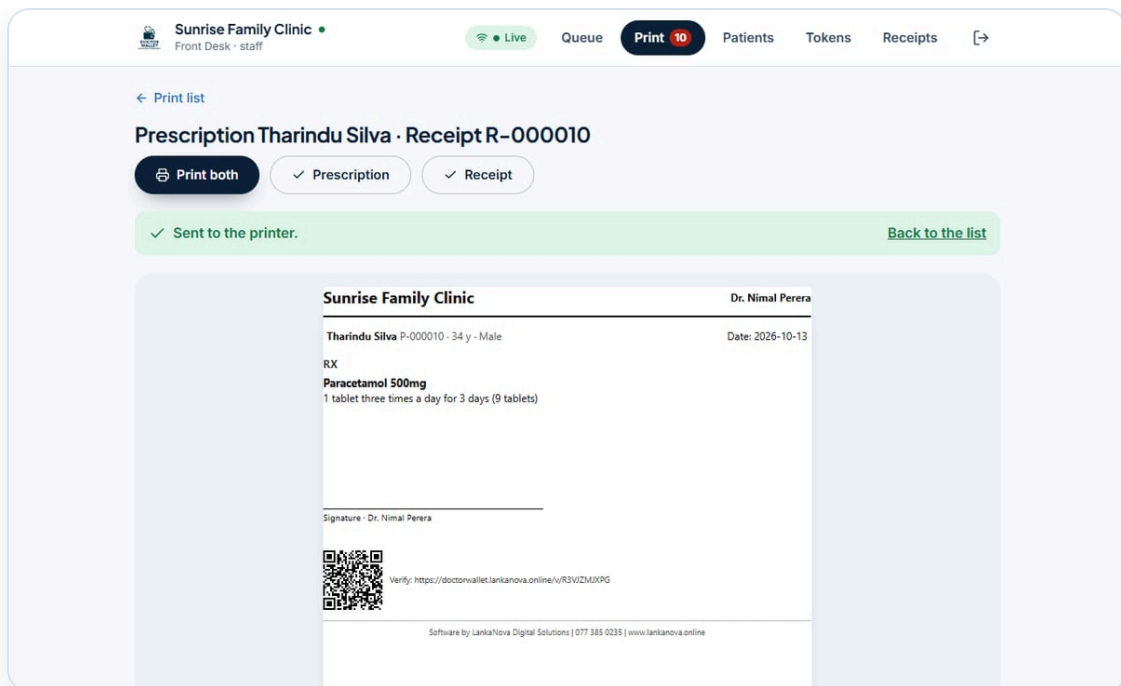


Figure 60. Print both opens the prescription and the receipt, ready for your printer.

Registering a new patient from the front desk

- 1 Open **Tokens**, then the **New patient** tab.
- 2 Type the name, choose the sex, enter the age (or birthday) and the phone number. Add an allergy or address if you have them.
- 3 Choose the doctor and the session, then **Register and give a token**.
- 4 A moment later the patient number and the token appear. On the clinic PC the doctor's queue shows the patient, and they open when it is their turn.

Figure 61. Registering a new patient.

Figure 62. Requesting a token for an existing patient.

GOOD TO KNOW

The request goes to the clinic PC, which gives the real patient number and token. If the Hub PC is off, the website says so and the request waits until the PC is back.

The Live light and the offline notice

A green **Live** light in the top bar means the page is up to date: changes made on the clinic PC appear within about a second. If the clinic PC is off, a yellow notice says **The clinic is offline** and shows how long ago the last data came; you can still look things up and print finished patients, and requests wait for the PC.

On a phone



Figure 63. The staff website on a phone, with the menu at the bottom. This one shows the notice for a clinic PC that is switched off.

The Android app

- 1 On the phone open the Doctor Wallet website, **Download** page, and choose **Android app**.

- 2 Open the downloaded file. Android may ask you to **allow installs from this source** the first time; allow it.
- 3 Open **Doctor Wallet** and sign in with the same App ID, username and web password.

The app is the staff website in its own window. It can only open the Doctor Wallet website, so it needs no updating when the website improves. **Printing** uses the phone's own print service (any printer on your network, or Save as PDF).

TIP

A browser works just as well as the app. Add the website to the phone's home screen for an icon.

Laboratories and lab results

Refer a patient to a linked laboratory; the lab uploads the report and it appears in the patient's record.

Doctor Wallet lets you work with laboratories that LankaNova has linked to your clinic. You send a referral, the lab sees only what it needs, and the finished report comes back into the patient's record.

Sending a referral

- 1 In the consultation, press **Ctrl** + **B** (**Lab**).
- 2 Choose the **laboratory** from the linked ones.
- 3 Type or tick the **tests** (for example FBC, blood glucose, HbA1c, lipid profile). Add a **note for the lab** if you need to.
- 4 Press **Ctrl** + **Enter** (**Send to the lab**).

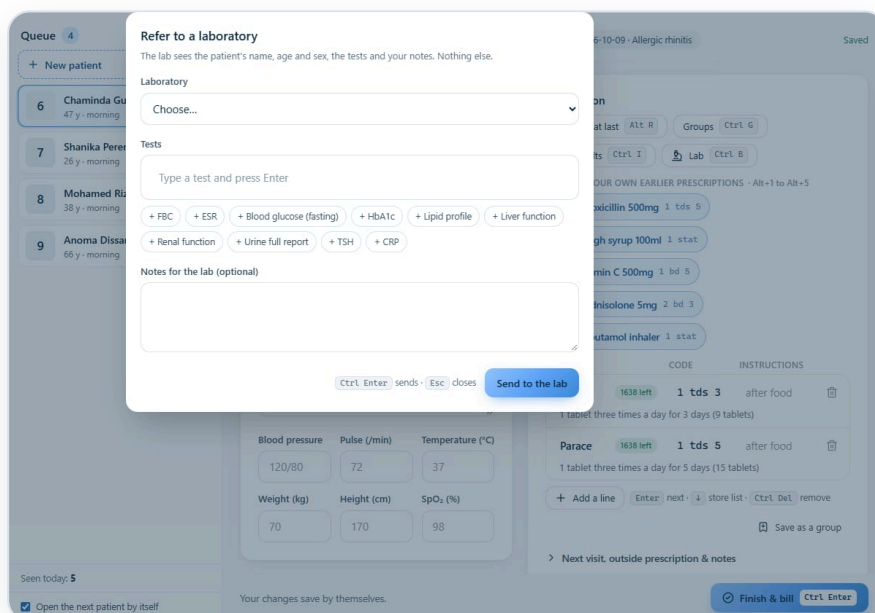


Figure 64. Refer to a laboratory. The lab sees the patient's name, age and sex, the tests and your note. Nothing else.

GOOD TO KNOW

A lab sees **only**: a referral code like [LAB-3KQ8D2VN](#), the patient's name, age and sex, the tests, the referring doctor and clinic, and your notes. **Never** a phone number, address, NIC, allergies or history.

What the lab does

- 1 LankaNova invites the lab to the **lab portal** (lab.doctorwallet.lankanova.online): an email link where the lab chooses a password of at least 10 characters. One lab login serves every clinic linked to that lab.
- 2 The lab signs in with its email and password (five wrong tries lock it for 15 minutes) and sees the referrals of every linked clinic.

- 3 It marks a referral **received**, does the tests, and **uploads the report**: PDF, PNG or JPEG, up to 10 MB each and up to 5 files.
- 4 It presses **complete**, with a note for the doctor if needed. A report uploaded by mistake can be removed until the referral is completed.

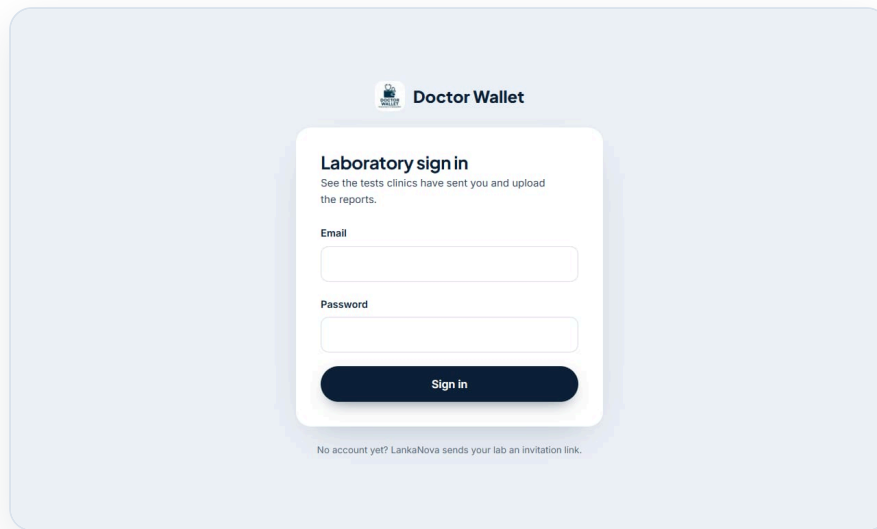


Figure 65. The lab sign-in page.

Back at the clinic

- Doctor Wallet fetches the finished report within a minute or so (when the Hub is online), checks it is whole and unchanged, and tells the doctor.
- The report is attached to the patient's record. Open the patient and choose the **Lab & portal** tab to see the referrals and open the report.
- If **Lab result ready** SMS is switched on, the patient is told their report is ready.
- You can **cancel** a referral until the lab has completed it, for example if it was sent by mistake.

A patient with the patient portal switched on can also download the report themselves.

The patient portal

Patients you choose can see their own visits, prescriptions and lab reports, and ask for a token.

The patient portal is optional. It must be on your plan, and it is switched on **patient by patient**, only when the patient agrees.

Switching it on for a patient

- 1 Open the patient's record and choose the **Lab & portal** tab.
- 2 Under **Patient portal**, check that the phone number is the patient's own, and press **Turn on for this patient**.

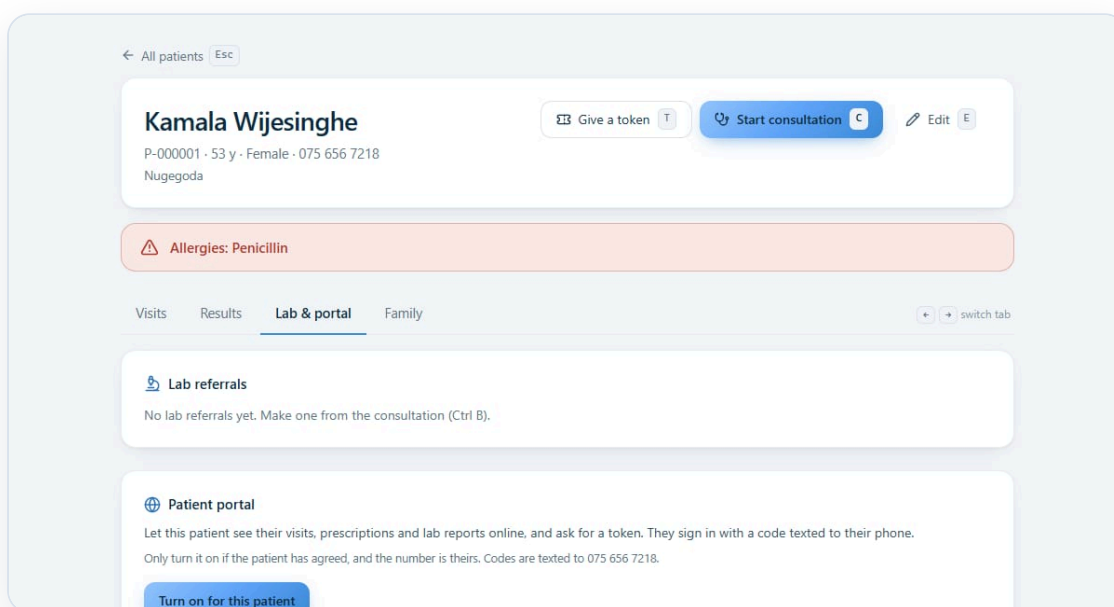


Figure 66. The Lab & portal tab: lab referrals, and the patient portal switch.

IMPORTANT

Only turn it on if the patient has agreed and the number belongs to them. The sign-in code is sent to that number.

What the patient does

- 1 Goes to **my.doctorwallet.lankanova.online** and types their mobile number.
- 2 Receives a **6-digit code** by SMS. It works for 5 minutes and allows 5 tries. (Each code uses one SMS unit of the clinic.)
- 3 Types the code and sees their record. The sign-in lasts 8 hours.

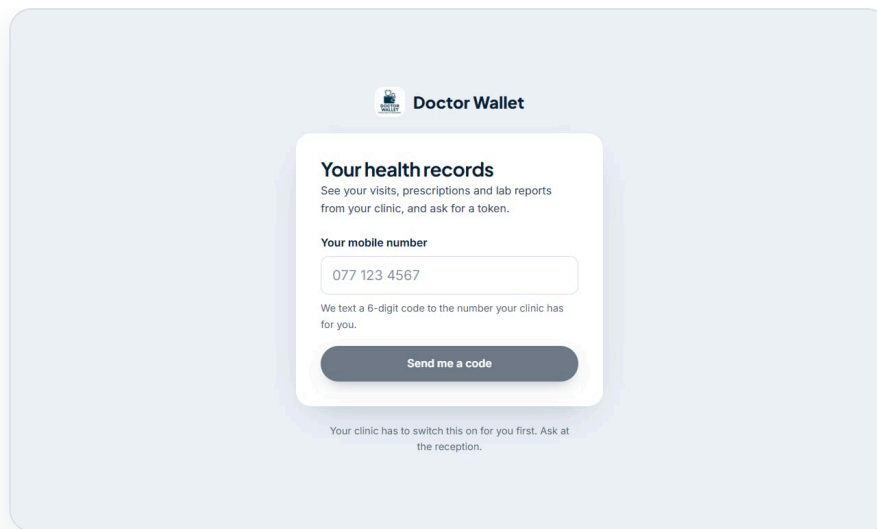


Figure 67. The patient sign-in page.

What the patient sees

- Their finished **visits** with the doctor, the diagnosis and the **prescription**.
- The **next visit** date and today's **token** if they have one.
- Their **lab reports**, which they can open and download (the link works for a few minutes).
- A button to **ask for a token**, choosing the doctor and the day. The clinic PC gives the real token and answers. A patient can ask a limited number of times each hour.

If a patient has several records on one phone number (for example a parent and children) the portal lists them all. If the clinic switches the portal off for a patient, their access ends at once.

GOOD TO KNOW

The patient portal shows only what the clinic chooses to show. A doctor's private notes are never shown.

The doctor directory

An optional listing on the Doctor Wallet website, so patients can find a doctor.

Open Settings, **Doctor directory** (on the Hub PC). Nothing is public until **you** tick the box and **LankaNova has checked** the listing.

Figure 68. Doctor directory: what you fill in here, and only this, is shared.

Field	Notes
Specialty and Town	Used for searching on the website.
Address, Phone patients may call, Opening hours	As patients should see them.
About the doctor	A short description, up to 1,500 characters.
Show my consultation fee	Optional. The fee is only shown if you tick it.
List me in the directory	Tick to ask for a listing.

- 1 Fill in the details and tick **List me in the directory**.
- 2 Press **Save**. The listing goes to LankaNova to check. The page shows its status: waiting for review, live, or not accepted with the reason.

- 3 Once approved, the profile appears on the **Find a doctor** page of the website. If you change the details later, the listing is checked again before the change is shown.

GOOD TO KNOW

Patient information is never shared. Only what the doctor types on this page is.

New versions arrive by themselves and never interrupt a consultation.

Open Settings, **Updates**. It shows the version you have and whether a newer one is ready.

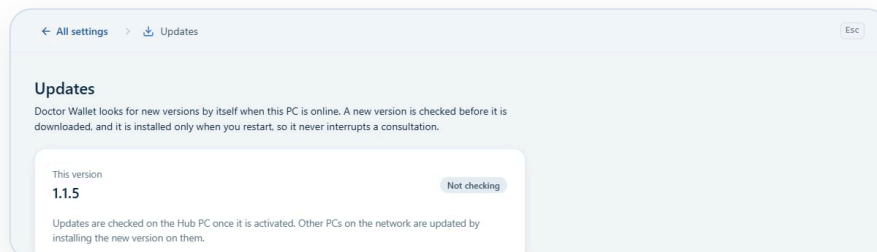


Figure 69. Settings, Updates.

- 1 When the Hub PC is online, Doctor Wallet asks LankaNova's server for a newer version about once every six hours (and a little after starting).
- 2 If there is one, it is **downloaded in the background**. Before it is used, Doctor Wallet checks that it is **signed by LankaNova**, newer than the one installed and hosted on LankaNova's own server. Anything else is refused.
- 3 The page says the new version is **ready**. It is installed when you **restart** Doctor Wallet (or close it at the end of the day). It never installs in the middle of a consultation.

Choose **Check now** to look straight away. If an update is marked **important** (a security or money fix), LankaNova asks clinics to install it soon.

IMPORTANT

Update **every PC in the clinic** to the same version. PCs with a different release line (for example 1.1 and 1.2) cannot work together (Chapter 18). Install the update on the Hub, then on each other PC.

GOOD TO KNOW

Your data and settings are never touched by an update.

Keys, looks and the screen lock

Change a shortcut, switch to a dark screen, make the text bigger, or choose when the screen locks.

Keyboard

Open Settings, **Keyboard**. Every screen and action has a key. Press **Change** beside one, then press the key combination you want. Choose **Reset to defaults** to go back.

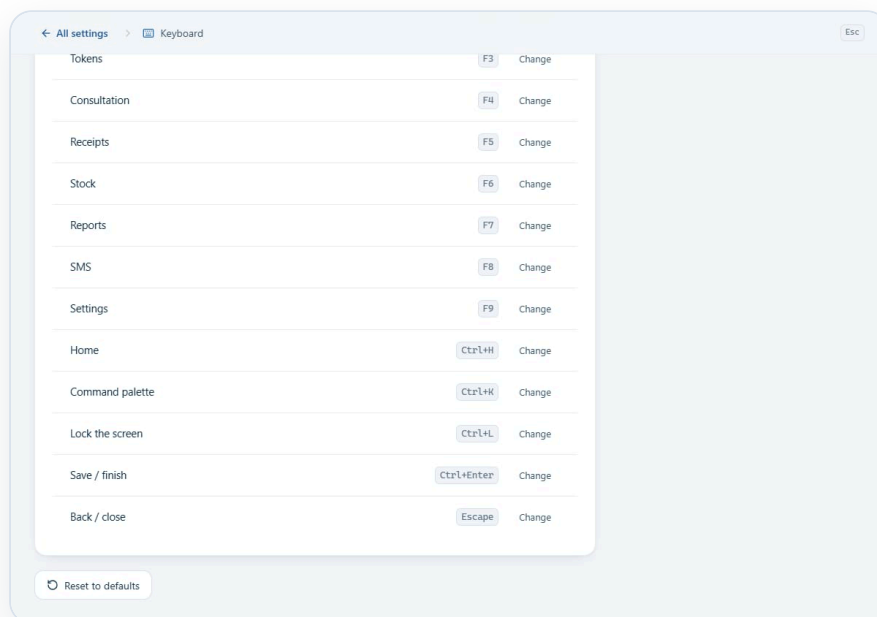


Figure 70. Settings, Keyboard: the key for each screen and action.

Appearance and screen lock

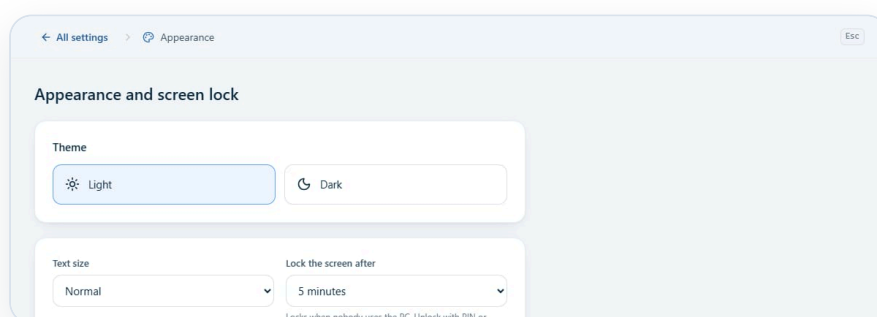


Figure 71. Settings, Appearance.

Setting	Choices
Theme	Light or dark.
Text size	Small, Normal, Large or Extra large, for easier reading.
Lock the screen after	How many minutes of no use before the screen locks (or never, which is not recommended). Unlock with your PIN or password. A shorter time protects patients better.

GOOD TO KNOW

Theme and text size are kept per PC. They do not change what other PCs see.



PART 4

Safety, help and reference

How your patients' data is protected, what the licence messages mean, what to do when something goes wrong, every shortcut on one page, and a glossary from A to Z.

What Doctor Wallet does to protect patient records, and what you can do to help.

A clinic holds sensitive information about people. In Sri Lanka it is covered by the Personal Data Protection Act (No. 9 of 2022). Doctor Wallet is built so that the safe way is also the easy way.

What Doctor Wallet does

Protection	How it works
The database is encrypted	The clinic's data on the PC is stored in an encrypted database (AES-256). The key is created on that PC and sealed by Windows. A stolen PC or a copied file gives nobody your patients.
Roles are enforced by the program	What a receptionist, nurse or cashier may see or do is decided inside Doctor Wallet, not only hidden on the screen. A locked-out action is refused even if someone tries another way.
Passwords you cannot read	Passwords and PINs are kept only as one-way hashes, on the PC and in the cloud. Not even LankaNova can read them.
Locks and limits	Five wrong PINs switch PIN sign-in off for 5 minutes. Ten wrong passwords lock an account for 15 minutes. The staff website locks for 15 minutes after five wrong tries. The screen locks by itself when nobody uses it.
A record of who did what	Sign-ins, changes, voids, backups and the opening of patient records are written to the activity log. The log is chained, so a change to an old entry can be detected. Patient details are never put in it.
Money records cannot be rewritten	Receipts, payments and stock movements cannot be edited or deleted. A mistake is corrected with a void, and the original stays on record.
Backups are encrypted	Daily copies and USB backups are protected with a key or your password. Without it they are unreadable.
Safe updates and licences	A new version is only installed if it is signed by LankaNova, newer than the one you have and hosted by LankaNova. A licence is signed and tied to the PC.
One database for each clinic	Your clinic's cloud copy is its own database. One clinic's data is never mixed with, or visible to, another's. Patient information is never put on the public website.
The web is locked down	The staff website, lab portal and patient portal only talk to the clinic's cloud copy through a short list of safe requests, over an encrypted connection. Lab staff never see phone numbers, addresses, NICs, allergies or history.

What you can do

- **Give each person their own account** and the least access they need. Never share a password.

- **Lock the screen** (**Ctrl** + **L**) when you step away, and keep the automatic lock on.
- **Make a USB backup every week** and keep it away from the clinic. Keep its password in a safe place.
- **Keep Windows and Doctor Wallet up to date**, and keep the PC's own Windows sign-in protected.
- **Switch a person off** in Settings, People as soon as they leave the clinic.
- **Turn the patient portal on only for patients who ask for it**, with their own phone number.
- **Never share the activation key**, the display address or a backup password.

If something looks wrong

If you think someone has used an account they should not, change that person's password at once in Settings, People, check the activity log, and call LankaNova on **077 385 0235**.

Your licence and what the messages mean

How Doctor Wallet knows it is allowed to run, and what to do if it says it is not.

Doctor Wallet is licensed to your clinic. LankaNova sends your PC a **signed licence** that says your clinic's name, how many doctors and PCs your plan allows, which options you have and until when it is valid. The PC renews it quietly about once an hour when it is online, and it keeps working for **7 days** with no internet at all.

What you see	What it means	What to do
Everything normal	The licence is active.	Nothing.
A notice at the top (for example a payment is due)	LankaNova has a message for you. Doctor Wallet keeps working.	Read it and follow it. Call LankaNova if it is not clear.
Connect to the internet so Doctor Wallet can check its licence	The PC has been offline for more than 7 days.	Connect the PC to the internet for a few minutes.
This licence is suspended	The clinic's plan has lapsed, for example an unpaid bill. The program locks until it is sorted out.	Call LankaNova on 077 385 0235. Your data is safe and is not deleted.
This PC's clock is behind the real time	The Windows date or time on this PC is wrong.	Set the correct date and time in Windows.
This licence belongs to a different PC	The data or the licence was copied from another PC.	Call LankaNova: a new key is needed for a replaced PC.
The licence record on this PC was changed	Something altered the licence file.	Connect to the internet and press Check again, or call LankaNova.

GOOD TO KNOW

Your clinic's data is **never** deleted because of a licence problem. When the problem is solved, everything is exactly as you left it.

The things that go wrong most often, and the quickest fix for each.

The problem	What to try
I forgot my password or PIN	Ask the clinic admin (or the doctor, in an individual practice) to set a new one in Settings, People. A PIN is only a shortcut; your password always works.
My account is locked	Wait 15 minutes, or ask the admin. Five wrong PINs only switch the PIN off for 5 minutes.
The activation key does not work	Check the App ID and key. A key works once. If it was already used (even on a PC that was replaced), ask LankaNova for a new key.
A medicine does not appear when I type	Check it exists in Stock and is not switched off. Type the first letters of the name as written in the store.
"Only N of ... in stock" when billing	Lower the quantity or untick the line, or receive stock first. Expired batches do not count.
The prescription line is red	The code could not be read. Use dose, how often, days, for example 1 bd 5 . See the code table in Chapter 9.
The next patient did not open	Tick "Open the next patient by itself" at the bottom of the queue, or choose the patient. Check a token was given for today and the right session.
Nothing printed	Check the paper's setting in Settings, Printing: after-finish choice and "Print straight away". Print from Receipts or the website instead. Make sure the right printer is chosen on this PC.
The printing is shifted or cut off	Change the margin and paper size in Settings, Printing and print a test.
SMS were not sent	Check the PC is online, that SMS is switched on for that message, that the patient has not opted out, and that there are SMS units left (Settings, Cloud sync shows them). Outside quiet hours? Messages other than tokens wait until morning.
"No SMS units left"	Call LankaNova to top up the units.
The staff website says the clinic is offline	The Hub PC is off, or it cannot reach the internet. Switch it on and check its internet connection. The website shows what was last sent in the meantime.
Another PC cannot connect to the Hub	Check the Hub is on and the network is turned on, that both are on the same network, and the address is right. Allow Doctor Wallet through the Windows Firewall. If it says the versions differ, update the other PC.
"Your plan allows N PCs / doctors"	Remove a PC or doctor you no longer use, or ask LankaNova to add more.
"This data belongs to another PC or is damaged"	The database was copied between PCs. Restore a backup (Chapter 21) instead of copying the folder.

The problem	What to try
The screen is blank or very small	Press Ctrl + L then unlock; check Settings, Appearance, Text size. Maximise the window.
It asks me to update every time	Restart Doctor Wallet to install the downloaded update (Chapter 26).
Something else	Write down what you were doing and what the screen said, then call 077 385 0235 .

TIP

When you call, have your **App ID** ready and say which **version** you have (Settings, Updates). If Doctor Wallet reported an error, LankaNova can already see it, without any patient information.

Cut this page out and put it by the PC.

Everywhere

F1	Help
F2	Patients
F3	Tokens
F4	Consultation
F5	Receipts
F6	Stock
F7	Reports
F8	SMS
F9	Settings
Ctrl + H	Home
Ctrl + K	Find a screen or an action
Ctrl + L	Lock the screen
Ctrl + Enter	Save / finish
Esc	Back / close

Patients

↑ ↓ Enter	Choose and open
Ctrl + N	New patient
T	Give a token
C	Start a consultation
E	Edit patient
← →	Switch tab

Tokens

Enter	Give token / start consultation
Ctrl + Enter	Call next
N	No-show
W	Back to waiting
Delete x2	Cancel token
[]	Previous / next day

Consultation

Ctrl + Enter	Finish and bill
Enter	Next box / next line
↓	Store list in the drug box
Ctrl + Delete	Remove the line
Alt + 1 ... 6	Add a suggestion
Alt + R	Repeat last prescription
Ctrl + G	Medicine groups
Ctrl + I	Record a result
Ctrl + B	Refer to a lab
Ctrl + N	New walk-in patient

Reports and SMS

[]	Move the report range a day
Ctrl + E	Export CSV
Alt + 1	SMS: Outbox
Alt + 2	SMS: Send a message
C	SMS: cancel the chosen message

Billing, receipts and stock

Enter	Confirm the bill / print the receipt
Esc	Keep editing / close
V	Void the chosen receipt
Ctrl + Tab	Receipts: switch tab
Ctrl + N	Stock: new medicine
R	Stock: receive a batch
A	Stock: adjust
E	Stock: edit

On the staff website

The website needs no shortcuts: tap or click. Use the menu bar at the top (or at the bottom on a phone): Queue, Print, Patients, Tokens, Receipts.

GOOD TO KNOW

You can change the screen keys in Settings, Keyboard.

The words Doctor Wallet uses, in plain language.

Term	Meaning
A	
Activation key	12 letters and numbers from LankaNova that switch on Doctor Wallet on one PC, once.
Addendum	A dated note added to a finished visit. A finished visit cannot be edited, so corrections are added underneath.
Activity log	The record of who did what in Doctor Wallet. It never holds patient details.
App ID	Your clinic's identity, like DW-7K2MQX . Used when activating a PC and signing in to the staff website.
B	
Backup (.dwbak)	A password-protected, encrypted copy of all the clinic's data, to keep on a USB drive.
Batch	A delivery of a medicine with its own batch number, expiry date and prices.
BMI	Body mass index, worked out from weight and height when both are recorded.
C	
Cloud sync	Copying the clinic's changes to its private cloud database every 30 seconds while online.
Code (prescription code)	1 tds 3 : tablets each time, how often, days. Doctor Wallet writes it in full and counts the tablets.
D	
Day-end report	The day's receipts by cash, card and bank, by doctor and cashier.
Display board	The big screen in the waiting room showing token numbers.
Draft	A visit that has not been finished yet. It saves by itself and can be changed.
E	
Expiry date	The date after which a batch is not dispensed.
F	
Finish & bill	Ctrl + Enter in the consultation: finishes the visit and makes the receipt together.
Function key	F1 to F9: each opens a screen.

Term	Meaning
G	
Group	A saved set of prescription lines, such as "Viral fever".
H	
Hub	The PC that holds the clinic's data. Other PCs connect to it.
I	
Individual practice	A clinic with one doctor.
K	
Keyword	A word on a medicine, like <code>cough</code> , that makes the prescription suggest it for matching symptoms.
L	
Lab referral	A request for tests sent to a linked laboratory, with a code like <code>LAB-3KQ8D2VN</code> .
Licence	The signed permission that tells a PC which clinic it belongs to and what its plan includes.
Low-stock level	The quantity at or below which a medicine is flagged as running low.
M	
Medical centre	A clinic with several doctors and staff with roles.
N	
No-show	A patient who was called but did not come.
O	
Outbox	The list of SMS messages waiting, sent, failed or cancelled.
P	
Patient number	The clinic's own number for a patient, like <code>P-000031</code> .
Patient portal	The website where an agreed patient sees their visits and lab reports and asks for a token.
PIN	A 4 to 6 digit shortcut for signing in and unlocking.
Q	
QR code	The square pattern on a receipt or prescription. Scanning it checks the paper is genuine.
Quick finder	<code>Ctrl</code> + <code>K</code> : type to find a screen or an action.
R	
Receipt	The bill. Once saved it cannot be edited, only voided.

Term	Meaning
Role	A set of permissions: doctor, receptionist, dispenser, nurse, cashier, clinic admin or staff.
S	
Session	Morning or evening: tokens are numbered per doctor, per day and per session.
SMS unit	One SMS part. Each message uses one or more units from the clinic's balance.
T	
Token	A queue number given to a patient for a doctor and session.
U	
Update	A newer version of Doctor Wallet, signed by LankaNova, installed when you restart.
V	
Void	Cancelling a receipt with a reason. The medicines go back into stock and the receipt stays on record.
Verification code	The code on a receipt or prescription that lets anyone check it is real.
W	
Web portal (staff website)	The website and Android app for front-desk staff: queue, patients, tokens, printing.

Getting help

We are a phone call away.

LankaNova Digital Solutions made Doctor Wallet and looks after every clinic that uses it. We install it, teach your staff, top up your SMS units, add PCs and doctors, and fix problems.

LankaNova Digital Solutions

Call or WhatsApp: 077 385 0235

Website: doctorwallet.lankanova.online

Live demo: doctorwallet.lankanova.online/demo

Company: www.lankanova.online

Before you call

- Your **App ID** (shown at the bottom of the Help page, **F1**).
- The **version** of Doctor Wallet (Settings, Updates).
- What you were doing, and what the screen said. A photo of the screen helps; make sure no patient is visible in it.

Other help

- The **Help** page inside Doctor Wallet: press **F1**.
- The **live demo**: practise anything safely, with made-up patients.
- The **Download page** has the newest installer and the Android app.
- Training for new staff: call us and we will come or do it by video.

Thank you for choosing Doctor Wallet.